

**TECHNICAL EXHIBIT 5-001  
WORKLOAD**

The following tables provide projected workload data for each Files Activity location for FY 2005. At the end of each table, the projected percentage of workload increase or decrease for the years beyond FY 2005 is provided. All data was derived from FY 2003 data. These tables are subject to change.

**TECHNICAL EXHIBIT 5-001**  
**WORKLOAD - ALL LOCATIONS COMBINED**

| FY 2005                                     |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
|---|----------------------------------|--|------------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|-----------|-----------|--------------|---|
| Paragraph Number                            | Task                             | Unit of Measure  | October    | November  | December  | January   | February  | March      | April      | May        | June       | July       | August    | September | Annual Total | Comments  |
| <b>5.1 Work Management and Control</b>      |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 153        | 131       | 135       | 93        | 71        | 128        | 219        | 639        | 881        | 349        | 178       | 187       | 3,164        | Source: Record of Discovered Remittance Log (Forms 4287)  |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 6,400      | 6,400     | 7,040     | 6,080     | 6,080     | 7,360      | 6,720      | 6,720      | 7,040      | 6,400      | 7,360     | 6,720     | 80,320       | Estimate of 40 calls/day per site   |
| <b>5.3 Reporting Requirements</b>           |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 40         | 32        | 40        | 40        | 32        | 40         | 32         | 40         | 32         | 40         | 32        | 40        | 440          | Weekly  |
| 5.3.2                                       | NARA Report                      | # of reports   | 160        | 160       | 176       | 152       | 152       | 184        | 168        | 168        | 176        | 160        | 184       | 168       | 2,008        | Daily   |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0          | 0         | 8         | 0         | 0         | 8          | 0          | 0          | 8          | 0          | 0         | 8         | 32           | Quarterly   |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 10,610,050 | 7,765,135 | 7,803,544 | 6,907,520 | 6,621,472 | 9,276,468  | 10,311,688 | 13,425,082 | 10,572,289 | 10,930,182 | 8,027,168 | 7,573,590 | 109,824,187  | OFP 510, 520, 310, 550 00800  |
| <b>5.5 Initial File Receipt</b>             |                                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.5.1                                       | Receipt Verification             |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.5.1.1                                     | Receipt of List                  |  |            |           |           |           |           |            |            |            |            |            |           |           |              |   |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables) | 3,512,013  | 1,700,205 | 955,151   | 1,898,427 | 5,779,706 | 14,274,833 | 13,166,788 | 31,173,207 | 8,914,727  | 3,643,914  | 2,251,155 | 9,355,286 | 96,625,411   | IMF workload for Cincinnati is included in the BMF line below.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables) | 3,586,333  | 3,719,547 | 2,449,576 | 656,479   | 5,494,257 | 8,489,780  | 4,602,978  | 6,536,148  | 5,663,843  | 3,640,428  | 4,026,126 | 2,649,447 | 51,514,941   | OFP codes vary by site. For Atlanta & Philadelphia, workload is included in IMF count above. Note: a block is 100 or fewer documents. |

## WORKLOAD - ALL LOCATIONS COMBINED

| FY 2005          |                      |  |            |           |           |           |            |            |            |            |            |            |            |            |              |  |
|------------------|----------------------|--|------------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|--|
| Paragraph Number | Task                 | Unit of Measure  | October    | November  | December  | January   | February   | March      | April      | May        | June       | July       | August     | September  | Annual Total | Comments   |
| 5.5.1.2          | Listing Verification | # of documents received - ELF Cycle Control Processing (Forms 8453)  | 132,853    | 55,338    | 26,834    | 47,556    | 559,737    | 6,697,991  | 2,726,553  | 4,072,394  | 480,559    | 142,543    | 347,604    | 317,341    | 15,607,305   | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2          | Listing Verification | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                 | 106,194    | 58,814    | 55,450    | 83,568    | 44,275     | 97,725     | 126,172    | 188,606    | 89,096     | 131,120    | 52,488     | 40,272     | 1,073,782    | Ogden only. OFP 510-00006. Note: a block is 100 or fewer documents.                              |
| 5.5.1.2          | Listing Verification | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | 12,706     | 10,588    | 8,004     | 3,582     | 4,030      | 16,534     | 4,359      | 4,408      | 2,765      | 7,076      | 1,626      | 3,636      | 79,314       | OFP 510-1320X (Ogden only). Note: a block is 100 or fewer documents.                             |
| 5.5.1.2          | Listing Verification | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | 1,109      | 2,342     | 264       | 967       | 0          | 1,190      | 391        | 259        | 517        | 107        | 460        | 148        | 7,755        | Ogden only - OFP 510-1601X. Note: a block is 100 or fewer documents.                             |
| 5.5.1.2          | Listing Verification | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | 4,046,214  | 2,298,570 | 1,061,616 | 666,753   | 352,295    | 879,905    | 896,709    | 468,136    | 226,127    | 3,501,097  | 3,435,028  | 3,661,012  | 21,493,461   | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380. Note: a block is 100 or fewer documents. |
| 5.5.1.2 Subtotal |                      |  | 11,397,423 | 7,845,404 | 4,556,894 | 3,357,332 | 12,234,300 | 30,457,958 | 21,523,951 | 42,443,158 | 15,377,635 | 11,066,285 | 10,114,487 | 16,027,142 | 186,401,969  | Subtotal of all 5.5.1.2 Listing Verification Lines   |

## WORKLOAD - ALL LOCATIONS COMBINED

| Paragraph Number | Task                          | Unit of Measure                              | FY 2005    |           |           |           |            |            |            |            |            |           |           |            | Annual Total | Comments   |
|------------------|-------------------------------|--|------------|-----------|-----------|-----------|------------|------------|------------|------------|------------|-----------|-----------|------------|--------------|--|
|                  |                               |  | October    | November  | December  | January   | February   | March      | April      | May        | June       | July      | August    | September  |              |  |
| 5.5.1.3          | Errors                        | # of documents with missing / erroneous DLNs | 0          | 0         | 0         | 0         | 0          | 0          | 0          | 0          | 0          | 0         | 0         | 0          | 0            | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4          | Missing and Additional Blocks | # of missing blocks                          | 430        | 480       | 436       | 311       | 238        | 374        | 262        | 508        | 471        | 194       | 282       | 589        | 4,575        | Source: Missing Block Report   |
| 5.5.2            | Transport to File Storage     | # of documents transported                   | 10,418,158 | 6,986,449 | 4,180,061 | 2,723,031 | 10,242,635 | 22,216,932 | 16,169,499 | 30,871,268 | 12,671,034 | 9,801,925 | 9,117,255 | 12,764,927 | 148,163,173  |  |

## WORKLOAD - ALL LOCATIONS COMBINED

| FY 2005                   |                                    |  |            |           |           |           |            |            |            |            |            |            |            |            |              |  |
|---------------------------|------------------------------------|--|------------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|--|
| Paragraph Number          | Task                               | Unit of Measure                          | October    | November  | December  | January   | February   | March      | April      | May        | June       | July       | August     | September  | Annual Total | Comments   |
| <b>5.6 Files Services</b> |                                    |  |            |           |           |           |            |            |            |            |            |            |            |            |              |  |
| 5.6.1                     | Filing                             | # of documents shelved                   | 11,397,423 | 7,845,404 | 4,556,894 | 3,357,332 | 12,234,300 | 30,457,958 | 21,523,951 | 42,443,158 | 15,377,635 | 11,066,285 | 10,114,487 | 16,027,142 | 186,401,969  | Para 5.5.1.2 (OFP 510 Cycle) + Para 5.8.3 (IDRS Assoc) Receipts. Note: a block is 100 or fewer documents.  |
| 5.6.2                     | Loose Documents                    | # of loose documents                     | 0          | 0         | 0         | 0         | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0            | Volume is counted in Para 5.5.4, # of refiles researched in IDRS   |
| 5.6.3                     | General File Requests              |  |            |           |           |           |            |            |            |            |            |            |            |            |              |  |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of photocopy requests                  | 6,891      | 1,297     | 2,276     | 1,212     | 1,748      | 1,533      | 1,610      | 1,761      | 1,323      | 2,894      | 2,059      | 6,177      | 30,781       | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of requests not counted in lines below | 665,447    | 679,158   | 549,486   | 456,396   | 506,282    | 1,019,982  | 1,095,238  | 1,596,590  | 1,231,116  | 854,446    | 582,616    | 612,843    | 9,849,600    | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of ELF 8453 requests                   | 3,295      | 6,091     | 8,824     | 851       | 2,254      | 65,669     | 127,212    | 35,614     | 68,414     | 13,653     | 19,309     | 13,120     | 364,306      | OFP 530-4290X or OFP 520-4290X   |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of QRP requests                        | 24,274     | 43,461    | 7,152     | 6,393     | 16,981     | 28,031     | 24,389     | 27,185     | 5,314      | 4,211      | 3,235      | 3,415      | 194,041      | OFP 530-0901X  |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of EO bond requests                    | 8,124      | 8,388     | 6,258     | 2,513     | 1,331      | 1,088      | 1,364      | 3,973      | 1,441      | 1,031      | 513        | 371        | 36,393       | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of PRP requests                        | 17,263     | 13,905    | 12,969    | 15,281    | 14,806     | 14,606     | 15,613     | 19,594     | 17,016     | 18,879     | 15,989     | 17,421     | 193,341      | OFP codes vary by site   |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of Tax Relief requests                 | 31         | 20        | 19        | 26        | 14         | 55         | 106        | 115        | 115        | 92         | 33         | 54         | 679          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2         | Request Receipt/Document Retrieval | # of SOI requests                        | 4,499      | 14,050    | 1,465     | 466       | 1,258      | 4,619      | 8,339      | 19,405     | 13,061     | 8,127      | 2,536      | 4,372      | 82,197       | Volume for Andover, Cincinnati, Ogden, and Phila. is included in Para 5.6.3.1 above under # of requests pulled not counted in lines below. OFP codes for other sites vary. |

## WORKLOAD - ALL LOCATIONS COMBINED

| FY 2005                  |   |   |           |           |           |         |          |           |           |           |           |         |         |           |              |  |
|--------------------------|---|---|-----------|-----------|-----------|---------|----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure   | October   | November  | December  | January | February | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.6.3.1/5.6.3.2 Subtotal |   |   | 729,822   | 766,370   | 588,450   | 483,138 | 544,673  | 1,135,584 | 1,273,871 | 1,704,236 | 1,337,799 | 903,334 | 626,291 | 657,772   | 10,751,338   | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches  | 36,560    | 105,033   | 20,959    | 26,342  | 16,571   | 28,646    | 25,864    | 39,957    | 30,192    | 29,821  | 32,522  | 36,908    | 429,375      | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals                                     | 722,932   | 765,073   | 586,173   | 481,926 | 542,925  | 1,134,050 | 1,272,261 | 1,702,476 | 1,336,476 | 900,440 | 624,231 | 651,595   | 10,720,557   | OFP codes vary by site   |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies  | 6,891     | 1,297     | 2,276     | 1,212   | 1,748    | 1,533     | 1,610     | 1,761     | 1,323     | 2,894   | 2,059   | 6,177     | 30,781       | OFP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |   |   | 729,822   | 766,370   | 588,450   | 483,138 | 544,673  | 1,135,584 | 1,273,871 | 1,704,236 | 1,337,799 | 903,334 | 626,291 | 657,772   | 10,751,338   | Subtotal of all 5.6.3.3 Document Delivery Lines  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.  | 545,889   | 362,413   | 262,896   | 350,297 | 366,570  | 613,846   | 749,291   | 927,004   | 1,029,830 | 912,720 | 505,697 | 336,451   | 6,962,904    | OFP Code 540-0000X   |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | 10,030    | 1,564     | 7,293     | 3,860   | 1,986    | 2,225     | 19,361    | 35,463    | 94,146    | 27,199  | 24,605  | 13,998    | 241,731      | ELF F.8453 Refiles - OFP 540-4290X   |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | 4,945,828 | 3,058,222 | 1,203,561 | 681,894 | 322,788  | 294,754   | 844,783   | 1,256,472 | 225,183   | 0       | 3,858   | 6,462     | 12,843,805   | OFP 540-44380 (Ogden & Cincinnati only)  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity) | 265,392   | 290,106   | 239,648   | 105,165 | 173,792  | 463,541   | 580,711   | 690,858   | 612,606   | 554,523 | 291,118 | 293,964   | 4,561,424    | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite   |

## WORKLOAD - ALL LOCATIONS COMBINED

| FY 2005                    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|----------------------------|---|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number           | Task  | Unit of Measure   | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 6,461,368   | 5,211,178   | 5,392,016   | 5,175,920   | 4,645,205   | 6,252,379   | 6,859,401   | 8,768,460   | 6,889,134   | 7,729,289   | 5,872,804   | 5,573,974   | 74,831,126   | IDRS Associations from Para 5.8.3  |
| 5.6.4 Subtotal             |   |   | 12,228,505  | 8,923,482   | 7,105,414   | 6,317,136   | 5,510,342   | 7,626,745   | 9,053,548   | 11,678,257  | 8,850,898   | 9,223,730   | 6,698,083   | 6,224,849   | 99,440,991   | Subtotal of all 5.6.4 Refiling Lines   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 122,285     | 89,235      | 71,054      | 63,171      | 55,103      | 76,267      | 90,535      | 116,783     | 88,509      | 92,237      | 66,981      | 62,248      | 994,410      | Estimate: 1% of refiles  |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 374,530     | 153,708     | 161,815     | 323,905     | 323,068     | 254,998     | 461,437     | 556,263     | 305,207     | 270,063     | 270,788     | 206,056     | 3,661,839    | Workload for requests that are sorted and sent to NARA is captured under Para 5.4 and 5.6.3.3. |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 12,492      | 9,145       | 5,463       | 7,644       | 10,263      | 11,654      | 13,406      | 12,810      | 10,261      | 10,572      | 8,948       | 6,983       | 119,642      | OFP 520-3757X  |
| 5.6.5 Subtotal             |   |   | 387,021     | 162,853     | 167,278     | 331,549     | 333,332     | 266,653     | 474,844     | 569,073     | 315,468     | 280,635     | 279,736     | 213,039     | 3,781,482    | Subtotal of 5.6.5 Request Lines  |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 477,287     | 313,907     | 250,079     | 325,027     | 416,198     | 447,816     | 395,653     | 437,457     | 379,533     | 488,638     | 440,770     | 363,479     | 4,735,845    | OFP 520-3751X  |
| 5.7 Specific File Requests |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.7.1                      | AIMS  | # of AIMS requests  | 183,934     | 133,639     | 146,247     | 107,505     | 164,530     | 96,453      | 101,043     | 163,186     | 146,192     | 133,459     | 120,049     | 99,676      | 1,595,910    | OFP codes vary   |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 200         | 2,400        | Estimate of 250-350 per year. Aberrations may occur.   |
| 5.7.3                      | Research of Electronic Media                        | # of requests for microfilm/CD/microfiche research                                      | 4,288       | 4,278       | 3,412       | 3,538       | 4,376       | 4,164       | 2,761       | 3,215       | 3,809       | 4,335       | 2,793       | 4,222       | 45,193       | OFP 310-1000X & (Andover only) 4000X   |
| 5.8 Other File Services    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.8.1                      | Correspondence Imaging System Requests              | # of CIS requests   | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload  |
| 5.8.2                      | Processing of Undeliverables                        | # of undeliverable notices  | 38,007      | 24,711      | 18,426      | 49,329      | 26,352      | 33,275      | 35,213      | 43,620      | 56,726      | 46,811      | 33,309      | 24,249      | 430,026      | OFP 550-00800  |
| 5.8.3                      | Transaction Record Filing (IDRS Associations)       | # of 5147s without source documents   | 5,617,125   | 4,498,360   | 4,602,625   | 4,446,188   | 3,933,442   | 5,142,279   | 5,496,928   | 7,112,563   | 5,512,122   | 6,428,599   | 4,967,326   | 4,651,447   | 62,409,004   | OFP 510-00001. Note: workload for filing these documents is included in Para 5.6.4 (refiling). |

## WORKLOAD - ALL LOCATIONS COMBINED

| FY 2005                                 |  |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
|---|--|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|---|
| Paragraph Number                        | Task   | Unit of Measure                             | October   | November  | December  | January   | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 844,243   | 712,817   | 789,390   | 729,732   | 711,763   | 1,110,099 | 1,362,473 | 1,655,897 | 1,377,012 | 1,300,690 | 905,478   | 922,527   | 12,422,122   | Source: EONS EOD Runs. Note: workload for filing these documents is included in Para 5.6.4 (refiling).  |
| 5.8.3 Subtotal                          |  |   | 6,461,368 | 5,211,178 | 5,392,016 | 5,175,920 | 4,645,205 | 6,252,379 | 6,859,401 | 8,768,460 | 6,889,134 | 7,729,289 | 5,872,804 | 5,573,974 | 74,831,126   | Subtotal for 5.8.3 lines.   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association (Forms 9856) | 51,105    | 65,755    | 73,538    | 34,087    | 53,075    | 86,181    | 90,662    | 101,800   | 102,796   | 81,259    | 72,782    | 68,686    | 881,726      | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc.  |
| <b>5.9 Retirement</b>                   |  |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | 0         | 0         | 0         | 8         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 8            | 3 months prior to first shipment of CY  |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | 12        | 5         | 8         | 52        | 37        | 35        | 63        | 9         | 12        | 26        | 17        | 42        | 318          | Source: SF 135  |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | 12        | 5         | 8         | 52        | 37        | 35        | 63        | 9         | 12        | 26        | 17        | 42        | 318          | Source: SF 135  |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | 46,311    | 13,860    | 26,268    | 77,307    | 74,687    | 79,095    | 52,022    | 39,791    | 51,333    | 31,330    | 78,147    | 94,894    | 665,044      | Source: SF 135  |
| <b>5.10 Preparation for Destruction</b> |  |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
| 5.10                                    | Preparation for Destruction                    | # of documents prepared for destruction     | 49,786    | 36,702    | 165,725   | 5,263,316 | 467,882   | 1,613,675 | 81,719    | 135,165   | 102,214   | 805,423   | 84,160    | 185,806   | 8,991,572    | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |
| <b>5.11 CSED Program</b>                |  |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
| 5.11                                    | CSED Program                                   | # of CSED requests                          | 1,533,565 | 663,318   | 753,147   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2,950,029    | See *   |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.



## TECHNICAL EXHIBIT 5-001

## WORKLOAD - ANDOVER

| FY 2005                                     |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
|---|----------------------------------|--|---------|----------|----------|---------|----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October | November | December | January | February | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 3       | 7        | 8        | 5       | 6        | 5         | 24        | 54        | 81        | 19      | 11      | 14        | 239          | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800     | 800      | 880      | 760     | 760      | 920       | 840       | 840       | 880       | 800     | 920     | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5       | 4        | 5        | 5       | 4        | 5         | 4         | 5         | 4         | 5       | 4       | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20      | 20       | 22       | 19      | 19       | 23        | 21        | 21        | 22        | 20      | 23      | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0       | 0        | 1        | 0       | 0        | 1         | 0         | 0         | 1         | 0       | 0       | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 888,325 | 484,732  | 459,546  | 341,255 | 388,152  | 737,896   | 871,140   | 1,283,938 | 1,047,555 | 597,020 | 424,521 | 432,806   | 7,956,887    | OFP 510, 520, 530, 550, 590                              |
| <b>5.5 Initial File Receipt</b>             |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 160,997 | 87,834   | 88,026   | 105,561 | 705,513  | 1,900,563 | 1,661,037 | 4,039,178 | 1,292,985 | 203,582 | 114,151 | 983,110   | 11,342,537   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 11,780  | 75,337   | 5,520    | 3,634   | 89,961   | 67,644    | 4,331     | 81,592    | 1,967     | 2,455   | 75,524  | 2,241     | 421,986      | OFP 510-00009. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | 60,471  | 40,036   | 19,810   | 10,878  | 534,858  | 2,663,182 | 746,057   | 2,103,100 | 271,159   | 88,257  | 140,164 | 133,456   | 6,811,428    | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only.  |

## WORKLOAD - ANDOVER

| FY 2005                   |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
|---------------------------|-------------------------------|--|---------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number          | Task                          | Unit of Measure  | October | November | December | January | February  | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.5.1.2                   | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OFP 510-1320X (Ogden only).  |
| 5.5.1.2                   | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only - OFP 510-1601X.  |
| 5.5.1.2                   | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380.                |
| 5.5.1.2 Subtotal          |                               |  | 233,248 | 203,207  | 113,355  | 120,073 | 1,330,332 | 4,631,390 | 2,411,425 | 6,223,870 | 1,566,111 | 294,294 | 329,840 | 1,118,806 | 18,575,951   | Subtotal of all 5.5.1.2 Listing Verification Lines                     |
| 5.5.1.3                   | Errors                        | # of documents with missing / erroneous DLNs   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4                   | Missing and Additional Blocks | # of missing blocks  | 10      | 14       | 18       | 14      | 2         | 12        | 10        | 12        | 21        | 18      | 21      | 116       | 266          | Source: Missing Block Report   |
| 5.5.2                     | Transport to File Storage     | # of documents transported   | 233,248 | 203,207  | 113,355  | 120,073 | 1,330,332 | 4,631,390 | 2,411,425 | 6,223,870 | 1,566,111 | 294,294 | 329,840 | 1,118,806 | 18,575,951   |  |
| <b>5.6 Files Services</b> |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
| 5.6.1                     | Filing                        | # of documents shelved   | 233,248 | 203,207  | 113,355  | 120,073 | 1,330,332 | 4,631,390 | 2,411,425 | 6,223,870 | 1,566,111 | 294,294 | 329,840 | 1,118,806 | 18,575,951   | Para 5.5.1.2 (OFP 510 Cycle). Note: a block is 100 or fewer documents. |
| 5.6.2                     | Loose Documents               | # of loose documents   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refils researched in IDRS        |
| 5.6.3                     | General File Requests         |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |

## WORKLOAD - ANDOVER

| FY 2005                  |                                    |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|--------------------------|------------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number         | Task                               | Unit of Measure                          | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of photocopy requests                  | 950         | 717         | 597         | 643         | 810         | 779         | 1,006       | 910         | 793         | 711         | 798         | 569         | 9,283        | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of requests not counted in lines below | 32,728      | 64,144      | 74,615      | 31,107      | 35,501      | 88,503      | 82,621      | 147,835     | 111,176     | 60,447      | 36,470      | 39,154      | 804,301      | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of ELF 8453 requests                   | 981         | 5,376       | 8,349       | 739         | 197         | 145         | 758         | 212         | 6           | 288         | 507         | 299         | 17,857       | OFP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of QRP requests                        | 3,483       | 6,557       | 1,068       | 523         | 3,262       | 4,539       | 1,687       | 2,255       | 360         | 299         | 203         | 262         | 24,499       | OFP 530-0901X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of EO bond requests                    | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of PRP requests                        | 2,651       | 1,706       | 1,704       | 1,847       | 1,820       | 1,577       | 1,833       | 2,470       | 1,886       | 2,383       | 1,953       | 2,406       | 24,236       | OFP 590-36720  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of Tax Relief requests                 | 31          | 20          | 19          | 26          | 14          | 55          | 106         | 115         | 115         | 92          | 33          | 54          | 679          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of SOI requests                        | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | Volume for Andover is included in Para 5.6.3.1 above under # of requests pulled not counted in lines below.                        |
| 5.6.3.1/5.6.3.2 Subtotal |                                    |  | 40,823      | 78,520      | 86,351      | 34,885      | 41,604      | 95,598      | 88,010      | 153,797     | 114,336     | 64,221      | 39,964      | 42,745      | 880,854      | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of extended searches                   | 2,277       | 1,502       | 1,324       | 2,044       | 1,619       | 2,013       | 1,902       | 4,011       | 2,584       | 2,280       | 3,118       | 1,652       | 26,327       | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - originals          | 39,873      | 77,803      | 85,754      | 34,241      | 40,794      | 94,819      | 87,005      | 152,887     | 113,543     | 63,510      | 39,166      | 42,176      | 871,572      | OFP 530-0000X, 520-3750X, 530-0901X, 530-4290X   |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - copies             | 950         | 717         | 597         | 643         | 810         | 779         | 1,006       | 910         | 793         | 711         | 798         | 569         | 9,283        | OFP 520-3400X & 520-3757X  |

## WORKLOAD - ANDOVER

|                  |   | FY 2005   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
|------------------|---|---|---------|----------|----------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|--------------|---|
| Paragraph Number | Task  | Unit of Measure   | October | November | December | January | February | March   | April   | May     | June    | July    | August  | September | Annual Total | Comments  |
| 5.6.3.3 Subtotal |   |   | 40,823  | 78,520   | 86,351   | 34,885  | 41,604   | 95,598  | 88,010  | 153,797 | 114,336 | 64,221  | 39,964  | 42,745    | 880,854      | Subtotal of all 5.6.3.3 Document Delivery Lines   |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - misc.  | 26,215  | 11,892   | 2,083    | 21,498  | 24,071   | 184,144 | 247,242 | 248,396 | 172,055 | 117,292 | 58,320  | 38,517    | 1,151,724    | OFP Code 540-0000X  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | 4,114   | 1,564    | 4,346    | 2,410   | 743      | 2,225   | 4,159   | 1,603   | 6,256   | 1,207   | 2,578   | 2,552     | 33,756       | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 31,971  | 14,615   | 33,010   | 2,938   | 6,570    | 63,069  | 59,515  | 132,534 | 87,576  | 33,994  | 18,862  | 32,311    | 516,965      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 278,991 | 219,524  | 223,393  | 195,857 | 209,444  | 276,562 | 366,612 | 476,453 | 381,588 | 346,379 | 249,365 | 266,032   | 3,490,200    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal   |   |   | 341,290 | 247,595  | 262,833  | 222,702 | 240,827  | 526,001 | 677,528 | 858,985 | 647,474 | 498,872 | 329,125 | 339,413   | 5,192,646    | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 3,413   | 2,476    | 2,628    | 2,227   | 2,408    | 5,260   | 6,775   | 8,590   | 6,475   | 4,989   | 3,291   | 3,394     | 51,926       | Estimate: 1% of refiles   |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 20,719  | 677      | 576      | 12,837  | 13,714   | 19,037  | 29,542  | 37,140  | 38,352  | 10,629  | 8,705   | 6,929     | 198,858      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3. |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 812     | 141      | 0        | 899     | 970      | 1,069   | 1,224   | 1,341   | 1,675   | 1,038   | 698     | 783       | 10,651       | OFP 520-3757X   |
| 5.6.5 Subtotal   |   |   | 21,532  | 818      | 576      | 13,736  | 14,684   | 20,106  | 30,767  | 38,480  | 40,027  | 11,668  | 9,403   | 7,712     | 209,508      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 17,917  | 5,490    | 6,856    | 3,302   | 15,899   | 17,374  | 15,334  | 31,950  | 11,675  | 28,473  | 11,515  | 20,972    | 186,756      | OFP 520-3751X   |

## WORKLOAD - ANDOVER

| FY 2005                           |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|-----------------------------------|--|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number                  | Task   | Unit of Measure                                    | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| <b>5.7 Specific File Requests</b> |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.7.1                             | AIMS   | # of AIMS requests                                 | 5,934       | 2,087       | 2,314       | 2,715       | 1,987       | 2,327       | 4,349       | 4,211       | 5,356       | 4,855       | 5,570       | 4,666       | 46,372       | OFP 550-0000X. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests).                                    |
| 5.7.2                             | Remittance Search                              | # of remittance search requests                    | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 300          | Estimate of 250-350 per year. Aberrations may occur.   |
| 5.7.3                             | Research of Electronic Media                   | # of requests for microfilm/CD/microfiche research | 198         | 191         | 96          | 136         | 127         | 154         | 166         | 186         | 112         | 150         | 87          | 151         | 1,754        | OFP 310-1000X & 4000X  |
| <b>5.8 Other File Services</b>    |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.8.1                             | Correspondence Imaging System Requests         | # of CIS requests                                  | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload  |
| 5.8.2                             | Processing of Undeliverables                   | # of undeliverable notices                         | 3,263       | 1,454       | 1,950       | 1,515       | 695         | 1,257       | 2,347       | 3,092       | 5,637       | 7,655       | 1,819       | 3,818       | 34,502       | OFP 550-00800  |
| 5.8.3                             | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents                | 225,983     | 186,596     | 169,778     | 144,934     | 180,122     | 182,531     | 252,962     | 304,930     | 255,664     | 245,929     | 189,518     | 194,203     | 2,533,150    | OFP 510-00001. Note: workload for filing these documents is also included in Para 5.5.4 (refiling).  |
| 5.8.3                             | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents        | 53,008      | 32,929      | 53,614      | 50,923      | 29,322      | 94,031      | 113,650     | 171,523     | 125,924     | 100,450     | 59,848      | 71,829      | 957,050      | Source: EONS EOD Runs. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).  |
| 5.8.3 Subtotal                    |  |  | 278,991     | 219,524     | 223,393     | 195,857     | 209,444     | 276,562     | 366,612     | 476,453     | 381,588     | 346,379     | 249,365     | 266,032     | 3,490,200    | Subtotal for 5.8.3 lines.  |
| 5.8.4                             | Unique Associations                            | # of CPs requiring association                     | 5,643       | 4,849       | 4,762       | 7,919       | 5,229       | 9,715       | 12,183      | 10,990      | 9,383       | 7,626       | 7,077       | 5,869       | 91,245       | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refills - misc. |
| <b>5.9 Retirement</b>             |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.9.1                             | Annual Retirement Estimate                     | # of estimates                                     | 0           | 0           | 0           | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 1            | 3 months prior to first shipment of CY   |
| 5.9.2                             | Records Transmittal & Receipt                  | # of SF 135s prepared                              | 0           | 0           | 0           | 4           | 3           | 3           | 32          | 0           | 0           | 0           | 0           | 0           | 42           | Source: SF 135   |
| 5.9.3                             | Notification                                   | # of shipments / SF-135s                           | 0           | 0           | 0           | 4           | 3           | 3           | 32          | 0           | 0           | 0           | 0           | 0           | 42           | Source: SF 135   |
| 5.9.4                             | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                        | 0           | 0           | 0           | 5,689       | 21,959      | 16,189      | 7,028       | 0           | 0           | 0           | 0           | 0           | 50,866       | Source: SF 135   |

## WORKLOAD - ANDOVER

| FY 2005                                 |                             |   |         |          |          |         |          |       |       |     |      |        |        |           |              |   |
|---|-----------------------------|---|---------|----------|----------|---------|----------|-------|-------|-----|------|--------|--------|-----------|--------------|---|
| Paragraph Number                        | Task                        | Unit of Measure                         | October | November | December | January | February | March | April | May | June | July   | August | September | Annual Total | Comments  |
| <b>5.10 Preparation for Destruction</b> |                             |   |         |          |          |         |          |       |       |     |      |        |        |           |              |   |
| 5.10                                    | Preparation for Destruction | # of documents prepared for destruction | 0       | 0        | 0        | 743,706 | 85,568   | 0     | 0     | 0   | 0    | 13,733 | 0      | 0         | 843,007      | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |
| <b>5.11 CSED Program</b>                |                             |   |         |          |          |         |          |       |       |     |      |        |        |           |              |   |
| 5.11                                    | CSED Program                | # of CSED requests                      | 200,019 | 6,536    | 5,560    | 0       | 0        | 0     | 0     | 0   | 0    | 0      | 0      | 0         | 212,115      | See *   |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinatti and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

| FY   | ELF Cycle Returns, Requests, & Refiles | All other workload other than ELF |
|------|--|-----------------------------------|
| 2005 | 29.36%                                 | 5.64%                             |
| 2006 | 11.78%                                 | -4.15%                            |
| 2007 | 9.80%                                  | -7.94%                            |
| 2008 | 7.94%                                  | -10.33%                           |
| 2009 | 6.73%                                  | -25.21%                           |

2010 SPC is closing at end of FY 2009; Files functions will be transferred to other Files locations.

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - ATLANTA

| FY 2005                                     |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
|---|----------------------------------|--|-----------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|---------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October   | November | December | January | February  | March     | April     | May       | June      | July      | August  | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 41        | 49       | 39       | 41      | 26        | 38        | 50        | 96        | 121       | 63        | 51      | 47        | 661          | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800       | 800      | 880      | 760     | 760       | 920       | 840       | 840       | 880       | 800       | 920     | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5         | 4        | 5        | 5       | 4         | 5         | 4         | 5         | 4         | 5         | 4       | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20        | 20       | 22       | 19      | 19        | 23        | 21        | 21        | 22        | 20        | 23      | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0         | 0        | 1        | 0       | 0         | 1         | 0         | 0         | 1         | 0         | 0       | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 1,101,704 | 762,388  | 684,403  | 718,975 | 666,503   | 865,815   | 1,095,032 | 1,437,471 | 1,178,780 | 1,062,936 | 715,082 | 737,102   | 11,026,191   | OFP 510, 520, 590  |
| <b>5.5 Initial File Receipt</b>             |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 909,055   | 209,352  | 53,469   | 378,379 | 1,020,500 | 2,230,788 | 1,767,335 | 5,879,150 | 1,211,305 | 414,225   | 254,871 | 1,577,205 | 15,905,634   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | included in IMF count above                              |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | Ogden only.  |

## WORKLOAD - ATLANTA

| FY 2005            |                               |   |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
|--------------------|-------------------------------|---|---------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number   | Task                          | Unit of Measure   | October | November | December | January | February  | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OF 510-1320X (Ogden only)  |
| 5.5.1.2            | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables) | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only - OF 510-1601X.   |
| 5.5.1.2            | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden, Cincinnati, and Phil. Only - EONS OF 510-44380                  |
| 5.5.1.2 Subtotal   |                               |   | 909,055 | 209,352  | 53,469   | 378,379 | 1,020,500 | 2,230,788 | 1,767,335 | 5,879,150 | 1,211,305 | 414,225 | 254,871 | 1,577,205 | 15,905,634   | Subtotal of all 5.5.1.2 Listing Verification Lines                     |
| 5.5.1.3            | Errors                        | # of documents with missing / erroneous DLNs  | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4            | Missing and Additional Blocks | # of missing blocks   | 23      | 24       | 241      | 32      | 68        | 92        | 111       | 291       | 115       | 15      | 36      | 239       | 1,288        | Source: Missing Block Report   |
| 5.5.2              | Transport to File Storage     | # of documents transported  | 909,055 | 209,352  | 53,469   | 378,379 | 1,020,500 | 2,230,788 | 1,767,335 | 5,879,150 | 1,211,305 | 414,225 | 254,871 | 1,577,205 | 15,905,634   |  |
| 5.6 Files Services |                               |   |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
| 5.6.1              | Filing                        | # of documents shelved  | 909,055 | 209,352  | 53,469   | 378,379 | 1,020,500 | 2,230,788 | 1,767,335 | 5,879,150 | 1,211,305 | 414,225 | 254,871 | 1,577,205 | 15,905,634   | Para 5.5.1.2 (OF 510 Cycle). Note: a block is 100 or fewer documents.  |
| 5.6.2              | Loose Documents               | # of loose documents  | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refills researched in IDRS       |
| 5.6.3              | General File Requests         |   |         |          |          |         |           |           |           |           |           |         |         |           |              |  |



## WORKLOAD - ATLANTA

| FY 2005                  |   |  |         |          |          |         |          |         |         |         |         |         |        |           |              |  |
|--------------------------|---|--|---------|----------|----------|---------|----------|---------|---------|---------|---------|---------|--------|-----------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure                          | October | November | December | January | February | March   | April   | May     | June    | July    | August | September | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of photocopy requests                  | 508     | 142      | 126      | 123     | 417      | 189     | 329     | 256     | 115     | 462     | 367    | 382       | 3,417        | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of requests not counted in lines below | 51,479  | 89,408   | 89,261   | 68,816  | 57,636   | 133,182 | 125,371 | 216,694 | 154,402 | 74,255  | 52,110 | 57,894    | 1,170,507    | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of ELF 8453 requests                   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of QRP requests                        | 5,356   | 11,258   | 800      | 2,783   | 4,270    | 3,891   | 7,099   | 10,481  | 1,482   | 1,298   | 1,113  | 1,175     | 51,007       | OFP 530-0901X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of EO bond requests                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of PRP requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-36720 (Cinci & Brookhaven only), OFP 520-36720 (Austin only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of Tax Relief requests                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of SOI requests                        | 1,279   | 714      | 28       | 57      | 353      | 776     | 845     | 3,010   | 1,343   | 381     | 662    | 493       | 9,941        | OFP 590-2130X  |
| 5.6.3.1/5.6.3.2 Subtotal |   |  | 58,622  | 101,522  | 90,214   | 71,780  | 62,677   | 138,037 | 133,643 | 230,440 | 157,343 | 76,396  | 54,253 | 59,943    | 1,234,871    | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches                   | 4,430   | 4,256    | 2,753    | 2,922   | 3,793    | 3,522   | 3,404   | 3,780   | 2,768   | 4,104   | 3,861  | 3,838     | 43,431       | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals          | 58,114  | 101,380  | 90,088   | 71,656  | 62,260   | 137,848 | 133,315 | 230,184 | 157,228 | 75,934  | 53,886 | 59,561    | 1,231,454    | OFP 530-0000X, 520-3750X, 530-0901X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies             | 508     | 142      | 126      | 123     | 417      | 189     | 329     | 256     | 115     | 462     | 367    | 382       | 3,417        | OFP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |   |  | 58,622  | 101,522  | 90,214   | 71,780  | 62,677   | 138,037 | 133,643 | 230,440 | 157,343 | 76,396  | 54,253 | 59,943    | 1,234,871    | Subtotal of all 5.6.3.3 Document Delivery Lines  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.               | 18,930  | 63,648   | 2,244    | 69,088  | 55,965   | 119,663 | 140,306 | 118,609 | 130,213 | 154,877 | 93,319 | 47,612    | 1,014,474    | OFP Code 540-0000X   |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - ELF                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X   |

## WORKLOAD - ATLANTA

| FY 2005                    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
|----------------------------|---|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 22,732      | 54,964      | 34,142      | 8,633       | 11,896      | 41,366      | 36,524      | 69,906      | 71,617      | 42,733      | 30,480      | 39,814      | 464,807      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 483,363     | 387,475     | 345,856     | 414,955     | 360,178     | 446,209     | 516,382     | 647,094     | 638,416     | 609,896     | 419,986     | 467,108     | 5,736,918    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 525,025     | 506,087     | 382,242     | 492,676     | 428,039     | 607,239     | 693,212     | 835,609     | 840,246     | 807,506     | 543,785     | 554,534     | 7,216,199    | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 5,250       | 5,061       | 3,822       | 4,927       | 4,280       | 6,072       | 6,932       | 8,356       | 8,402       | 8,075       | 5,438       | 5,545       | 72,162       | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 41,526      | 6,093       | 661         | 9,167       | 43,820      | 11,744      | 73,896      | 99,765      | 11,284      | 19,894      | 11,389      | 10,092      | 339,330      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,260       | 797         | 203         | 445         | 600         | 1,351       | 3,676       | 1,004       | 170         | 1,042       | 754         | 468         | 11,773       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 42,787      | 6,890       | 864         | 9,612       | 44,421      | 13,095      | 77,572      | 100,769     | 11,454      | 20,936      | 12,143      | 10,560      | 351,103      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 29,871      | 28,398      | 16,535      | 19,633      | 29,194      | 39,870      | 55,940      | 34,127      | 31,704      | 48,335      | 40,240      | 29,403      | 403,250      | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 5,867       | 5,439       | 1,202       | 6,999       | 2,389       | 3,041       | 2,168       | 6,726       | 5,900       | 5,036       | 5,397       | 2,328       | 52,493       | OFP 550-0000X. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 300          | Estimate of 250-350 per year. Aberrations may occur.  |
| 5.7.3                      | Research of Electronic Media                        | # of requests for microfilm/CD/microfiche research                                      | 356         | 285         | 339         | 157         | 431         | 504         | 244         | 315         | 246         | 437         | 139         | 275         | 3,727        | OFP 310-0000X   |
| 5.8 Other File Services    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.8.1                      | Correspondence Imaging System Requests              | # of CIS requests   | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload   |

## WORKLOAD - ATLANTA

| FY 2005                                 |  |   |         |          |          |           |          |         |         |         |         |         |         |           |              |   |
|---|--|---|---------|----------|----------|-----------|----------|---------|---------|---------|---------|---------|---------|-----------|--------------|---|
| Paragraph Number                        | Task   | Unit of Measure                             | October | November | December | January   | February | March   | April   | May     | June    | July    | August  | September | Annual Total | Comments  |
| 5.8.2                                   | Processing of Undeliverables                   | # of undeliverable notices                  | 4,745   | 1,396    | 864      | 3,904     | 3,567    | 1,846   | 1,434   | 2,379   | 2,969   | 1,271   | 15,453  | 667       | 40,495       | OFP 550-00800   |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents         | 396,567 | 321,586  | 284,196  | 324,459   | 278,845  | 289,393 | 308,143 | 444,513 | 410,626 | 456,168 | 317,096 | 350,530   | 4,182,124    | OFP 510-00001. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).   |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 86,796  | 65,889   | 61,660   | 90,496    | 81,333   | 156,816 | 208,239 | 202,581 | 227,790 | 153,728 | 102,890 | 116,578   | 1,554,794    | Source: EONS EOD Runs. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).   |
| 5.8.3 Subtotal                          |  |   | 483,363 | 387,475  | 345,856  | 414,955   | 360,178  | 446,209 | 516,382 | 647,094 | 638,416 | 609,896 | 419,986 | 467,108   | 5,736,918    | Subtotal for 5.8.3 lines.   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association              | 5,597   | 4,478    | 4,184    | 3,140     | 3,537    | 4,222   | 5,875   | 5,868   | 9,408   | 8,626   | 7,307   | 7,368     | 69,612       | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc.  |
| <b>5.9 Retirement</b>                   |  |   |         |          |          |           |          |         |         |         |         |         |         |           |              |   |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | 0       | 0        | 0        | 1         | 0        | 0       | 0       | 0       | 0       | 0       | 0       | 0         | 1            | 3 months prior to first shipment of CY  |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | 0       | 0        | 0        | 2         | 7        | 5       | 18      | 0       | 0       | 0       | 8       | 0         | 41           | Source: SF 135  |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | 0       | 0        | 0        | 2         | 7        | 5       | 18      | 0       | 0       | 0       | 8       | 0         | 41           | Source: SF 135  |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | 0       | 0        | 0        | 4,856     | 19,006   | 19,046  | 16,177  | 0       | 0       | 0       | 6,835   | 0         | 65,920       | Source: SF 135  |
| <b>5.10 Preparation for Destruction</b> |  |   |         |          |          |           |          |         |         |         |         |         |         |           |              |   |
| 5.10                                    | Preparation for Destruction                    | # of documents prepared for destruction     | 38,783  | 34,190   | 32,149   | 1,051,218 | 39,293   | 17,861  | 25,515  | 2,041   | 24,494  | 12,247  | 81,648  | 12,247    | 1,371,686    | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |

## WORKLOAD - ATLANTA

| FY 2005                  |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|--------------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number         | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| <b>5.11 CSED Program</b> |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11                     | CSED Program | # of CSED requests | 329,235 | 48,309   | 5,245    | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 382,789      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

|      |         |   |
|------|---------|---|
| 2005 | 2.06%   | Note: FY 2005 percentages have been incorporated into the above workload chart. |
| 2006 | -3.29%  |   |
| 2007 | 4.40%   |   |
| 2008 | -12.44% |   |
| 2009 | 0.19%   |   |
| 2010 | unknown |   |

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - AUSTIN

| FY 2005                                     |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
|---|----------------------------------|--|---------|----------|----------|---------|----------|-----------|-----------|-----------|-----------|-----------|---------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October | November | December | January | February | March     | April     | May       | June      | July      | August  | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 1       | 15       | 11       | 10      | 1        | 5         | 15        | 45        | 76        | 25        | 14      | 27        | 244          | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800     | 800      | 880      | 760     | 760      | 920       | 840       | 840       | 880       | 800       | 920     | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5       | 4        | 5        | 5       | 4        | 5         | 4         | 5         | 4         | 5         | 4       | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20      | 20       | 22       | 19      | 19       | 23        | 21        | 21        | 22        | 20        | 23      | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0       | 0        | 1        | 0       | 0        | 1         | 0         | 0         | 1         | 0         | 0       | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 939,395 | 940,757  | 928,385  | 879,553 | 778,684  | 1,093,839 | 1,331,761 | 1,705,032 | 1,422,806 | 1,387,871 | 941,443 | 962,912   | 13,312,438   | OFP 510, 520, 550  |
| <b>5.5 Initial File Receipt</b>             |                                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |         |          |          |         |          |           |           |           |           |           |         |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 493,195 | 318,385  | 46,571   | 404,734 | 947,245  | 2,220,691 | 1,446,360 | 5,092,473 | 1,164,933 | 654,462   | 407,551 | 1,861,788 | 15,058,388   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 10,174  | 6,440    | 4,201    | 8,041   | 9,067    | 6,316     | 7,979     | 9,744     | 3,761     | 5,682     | 4,998   | 5,387     | 81,790       | OFP 510-00008. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | 72,383  | 15,302   | 7,024    | 36,678  | 24,879   | 4,034,809 | 1,980,497 | 1,969,294 | 209,400   | 54,286    | 207,439 | 183,886   | 8,795,877    | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | Ogden only.  |

## WORKLOAD - AUSTIN

| FY 2005            |                               |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
|--------------------|-------------------------------|--|---------|----------|----------|---------|----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number   | Task                          | Unit of Measure  | October | November | December | January | February | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OFP 510-1320X (Ogden only)   |
| 5.5.1.2            | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only - OFP 510-1601X.  |
| 5.5.1.2            | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380                 |
| 5.5.1.2 Subtotal   |                               |  | 575,752 | 340,127  | 57,795   | 449,454 | 981,191  | 6,261,816 | 3,434,835 | 7,071,510 | 1,378,094 | 714,430 | 619,989 | 2,051,061 | 23,936,055   | Subtotal of all 5.5.1.2 Listing Verification Lines                     |
| 5.5.1.3            | Errors                        | # of documents with missing / erroneous DLNs   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4            | Missing and Additional Blocks | # of missing blocks  | 33      | 21       | 4        | 21      | 77       | 41        | 46        | 89        | 16        | 36      | 4       | 0         | 387          | Source: Missing Block Report   |
| 5.5.2              | Transport to File Storage     | # of documents transported   | 0       | 0        | 0        | 0       | 0        | 0         | 0         | 0         | 0         | 0       | 0       | 0         | 0            | Transport is provided by AWSS.   |
| 5.6 Files Services |                               |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.6.1              | Filing                        | # of documents shelved   | 575,752 | 340,127  | 57,795   | 449,454 | 981,191  | 6,261,816 | 3,434,835 | 7,071,510 | 1,378,094 | 714,430 | 619,989 | 2,051,061 | 23,936,055   | Para 5.5.1.2 (OFP 510 Cycle). Note: a block is 100 or fewer documents. |
| 5.6.2              | Loose Documents               | # of loose documents   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refiles researched in IDRS       |
| 5.6.3              | General File Requests         |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |

## WORKLOAD - AUSTIN

| FY 2005                  |   |  |         |          |          |         |          |         |         |         |         |         |        |           |              |  |
|--------------------------|---|--|---------|----------|----------|---------|----------|---------|---------|---------|---------|---------|--------|-----------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure                          | October | November | December | January | February | March   | April   | May     | June    | July    | August | September | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of photocopy requests                  | 18      | 2        | 27       | 8       | 38       | 0       | 30      | 56      | 149     | 120     | 96     | 166       | 709          | OF 520-3400X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of requests not counted in lines below | 37,599  | 79,496   | 25,406   | 16,888  | 48,935   | 105,298 | 91,563  | 193,944 | 135,100 | 85,207  | 39,742 | 65,299    | 924,476      | OF Code 530-0000X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of ELF 8453 requests                   | 2,314   | 715      | 475      | 113     | 2,058    | 65,524  | 126,454 | 35,402  | 68,407  | 13,365  | 18,802 | 12,821    | 346,449      | OF 530-4290X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of QRP requests                        | 427     | 2,279    | 665      | 501     | 714      | 2,336   | 583     | 2,067   | 351     | 259     | 69     | 147       | 10,399       | OF 530-0901X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of EO bond requests                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OF 530-1320X (Ogden only)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of PRP requests                        | 1,483   | 1,319    | 1,191    | 1,630   | 1,035    | 1,411   | 1,599   | 1,694   | 1,414   | 1,520   | 1,461  | 1,544     | 17,300       | OF 520-36720 & 36730   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of Tax Relief requests                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OF 530-85730 (Andover only)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of SOI requests                        | 856     | 3,590    | 400      | 87      | 301      | 1,125   | 1,455   | 3,850   | 2,874   | 1,637   | 479    | 1,085     | 17,737       | OF 550-25000   |
| 5.6.3.1/5.6.3.2 Subtotal |   |  | 42,696  | 87,401   | 28,163   | 19,226  | 53,080   | 175,694 | 221,683 | 237,014 | 208,295 | 102,108 | 60,649 | 81,063    | 1,317,071    | 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches                   | 444     | 512      | 402      | 833     | 388      | 1,097   | 1,056   | 2,107   | 1,375   | 751     | 553    | 389       | 9,907        | OF 590-0000X   |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals          | 42,678  | 87,399   | 28,136   | 19,218  | 53,042   | 175,694 | 221,654 | 236,957 | 208,146 | 101,988 | 60,553 | 80,897    | 1,316,362    | OF 530-0000X, 520-3750X, 530-0901X, 530-4290X, 520-3672X                         |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies             | 18      | 2        | 27       | 8       | 38       | 0       | 30      | 56      | 149     | 120     | 96     | 166       | 709          | OF 520-3400X & 520-3757X   |
| 5.6.3.3 Subtotal         |   |  | 42,696  | 87,401   | 28,163   | 19,226  | 53,080   | 175,694 | 221,683 | 237,014 | 208,295 | 102,108 | 60,649 | 81,063    | 1,317,071    | Subtotal of all 5.6.3.3 Document Delivery Lines                                  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refils - misc.                | 10,681  | 13,524   | 18,662   | 45,345  | 35,988   | 48,479  | 59,804  | 65,874  | 79,080  | 704     | 72,847 | 20,467    | 471,455      | OF Code 540-0000X  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refils - ELF                  | 5,916   | 0        | 2,947    | 1,450   | 1,244    | 0       | 15,202  | 33,860  | 87,890  | 25,992  | 22,027 | 11,446    | 207,975      | ELF F.8453 Refils - OF 540-4290X   |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refils - K-1                  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OF 540-44380 (Ogden & Cincinnati only)   |

## WORKLOAD - AUSTIN

| FY 2005                    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
|----------------------------|---|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 35,192      | 13,286      | 40,032      | 6,208       | 7,425       | 32,188      | 39,336      | 58,531      | 108,738     | 139,200     | 21,775      | 17,385      | 519,295      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 749,618     | 646,023     | 615,718     | 657,834     | 529,475     | 693,572     | 895,756     | 1,100,795   | 889,856     | 913,865     | 675,525     | 731,101     | 9,099,135    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 801,407     | 672,833     | 677,359     | 710,837     | 574,132     | 774,238     | 1,010,098   | 1,259,060   | 1,165,563   | 1,079,761   | 792,174     | 780,398     | 10,297,860   | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 8,014       | 6,728       | 6,774       | 7,108       | 5,741       | 7,742       | 10,101      | 12,591      | 11,656      | 10,798      | 7,922       | 7,804       | 102,979      | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 368         | 3,368       | 3,049       | 103,138     | 88,441      | 22,687      | 77,450      | 77,524      | 59,231      | 15,525      | 20,410      | 26,796      | 497,988      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,873       | 1,471       | 1,246       | 956         | 1,705       | 2,357       | 1,913       | 1,952       | 2,046       | 2,240       | 2,058       | 1,894       | 21,710       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 2,241       | 4,839       | 4,295       | 104,094     | 90,147      | 25,045      | 79,364      | 79,475      | 61,277      | 17,764      | 22,468      | 28,691      | 519,698      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 27,082      | 14,854      | 27,062      | 16,937      | 29,362      | 47,267      | 30,831      | 25,249      | 21,686      | 41,827      | 32,665      | 30,751      | 345,575      | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 3,613       | 4,992       | 9,695       | 755         | 4,986       | 5,222       | 4,331       | 5,357       | 6,197       | 7,068       | 3,296       | 2,937       | 58,447       | OFP 790-00002. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 25          | 300          | Estimate of 250-350 per year. Aberrations may occur.  |
| 5.7.3                      | Research of Electronic Media                        | # of requests for microfilm/CD/ microfiche research                                     | 466         | 584         | 560         | 178         | 246         | 363         | 208         | 178         | 791         | 324         | 254         | 448         | 4,601        | OFP 310-0000X   |
| 5.8 Other File Services    |   |   |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.8.1                      | Correspondence Imaging System Requests              | # of CIS requests   | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload   |
| 5.8.2                      | Processing of Undeliverables                        | # of undeliverable notices  | 1,417       | 1,343       | 0           | 6,303       | 6,989       | 2,765       | 3,926       | 3,925       | 5,874       | 6,293       | 2,752       | 1,515       | 43,102       | OFP 550-00800   |



## WORKLOAD - AUSTIN

| FY 2005                                 |  |   |         |          |          |         |          |         |         |           |         |         |         |           |              |   |
|---|--|---|---------|----------|----------|---------|----------|---------|---------|-----------|---------|---------|---------|-----------|--------------|---|
| Paragraph Number                        | Task   | Unit of Measure                             | October | November | December | January | February | March   | April   | May       | June    | July    | August  | September | Annual Total | Comments  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents         | 654,685 | 570,866  | 542,808  | 561,001 | 455,818  | 551,720 | 656,325 | 826,777   | 678,981 | 748,270 | 562,836 | 611,448   | 7,421,537    | For Austin, OFP 510-00009, & OFP 520-00004 & 00005. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 94,933  | 75,156   | 72,910   | 96,833  | 73,657   | 141,851 | 239,431 | 274,017   | 210,875 | 165,594 | 112,689 | 119,653   | 1,677,598    | For Austin, OFP 520-00004 & 00005. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).   |
| 5.8.3 Subtotal                          |  |   | 749,618 | 646,023  | 615,718  | 657,834 | 529,475  | 693,572 | 895,756 | 1,100,795 | 889,856 | 913,865 | 675,525 | 731,101   | 9,099,135    | Subtotal for 5.8.3 lines.   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association              | 4,842   | 6,420    | 7,040    | 11      | 5,715    | 19,869  | 16,579  | 37,875    | 16,459  | 17,898  | 7,487   | 6,606     | 146,801      | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refils - misc.   |
| <b>5.9 Retirement</b>                   |  |   |         |          |          |         |          |         |         |           |         |         |         |           |              |   |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | 0       | 0        | 0        | 1       | 0        | 0       | 0       | 0         | 0       | 0       | 0       | 0         | 1            | 3 months prior to first shipment of CY  |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | 0       | 0        | 0        | 14      | 4        | 0       | 0       | 0         | 0       | 22      | 1       | 0         | 41           | Source: SF 135  |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | 0       | 0        | 0        | 14      | 4        | 0       | 0       | 0         | 0       | 22      | 1       | 0         | 41           | Source: SF 135  |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | 0       | 0        | 0        | 6,943   | 8,143    | 6,331   | 0       | 0         | 0       | 5,406   | 32,572  | 21,155    | 80,551       | Source: SF 135  |
| <b>5.10 Preparation for Destruction</b> |  |   |         |          |          |         |          |         |         |           |         |         |         |           |              |   |
| 5.10                                    | Preparation for Destruction                    | # of documents prepared for destruction     | 6,924   | 0        | 0        | 915,010 | 12,860   | 6,924   | 0       | 0         | 0       | 11,870  | 0       | 6,924     | 960,513      | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |

## WORKLOAD - AUSTIN

| FY 2005                  |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|--------------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number         | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| <b>5.11 CSED Program</b> |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11                     | CSED Program | # of CSED requests | 18,149  | 166,072  | 150,302  | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 334,523      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

| FY   | ELF Cycle Returns,<br>Requests, & Refiles | All other workload<br>other than ELF |
|------|---|--------------------------------------|
| 2005 | 25.02%                                    | -1.08%                               |
| 2006 | 9.61%                                     | 1.17%                                |
| 2007 | 7.36%                                     | -10.46%                              |
| 2008 | 5.49%                                     | 4.44%                                |
| 2009 | 4.47%                                     | -8.56%                               |
| 2010 | unknown                                   | unknown                              |

Note: FY 2005 percentages have been incorporated into the above workload chart.

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - CINCINNATI

|                                      |                                  | FY 2005  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
|--------------------------------------|----------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|---|
| Paragraph Number                     | Task                             | Unit of Measure  | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments  |
| 5.1 Work Management and Control      |                                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.1.3                                | Discovered Remittance            | # of discovered checks   | 20          | 10          | 10          | 7           | 10          | 23          | 24          | 54          | 31          | 52          | 11          | 12          | 264          | Source: Record of Discovered Remittance Log (Forms 4287)                                      |
| 5.2 Responding to Customer Inquiries |                                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.2                                  | Responding to Customer Inquiries | # of calls received  | 800         | 800         | 880         | 760         | 760         | 920         | 840         | 840         | 880         | 800         | 920         | 840         | 10,040       | Estimate of 40 calls/day  |
| 5.3 Reporting Requirements           |                                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.3.1                                | Weekly Production Report         | # of reports   | 5           | 4           | 5           | 5           | 4           | 5           | 4           | 5           | 4           | 5           | 4           | 5           | 55           | Weekly  |
| 5.3.2                                | NARA Report                      | # of reports   | 20          | 20          | 22          | 19          | 19          | 23          | 21          | 21          | 22          | 20          | 23          | 21          | 251          | Daily   |
| 5.3.3                                | FRC Quarterly Report             | # of reports   | 0           | 0           | 1           | 0           | 0           | 1           | 0           | 0           | 1           | 0           | 0           | 1           | 4            | Quarterly   |
| 5.4 Receipt of Incoming Mail         |                                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.4                                  | Receipt of Incoming Mail         | # of documents received  | 1,892,292   | 1,465,981   | 1,393,108   | 1,280,440   | 1,360,058   | 1,509,890   | 1,612,723   | 1,919,598   | 1,728,353   | 1,944,716   | 1,411,969   | 1,351,399   | 18,870,527   | OFP 510, 520, 530, 590  |
| 5.5 Initial File Receipt             |                                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.5.1                                | Receipt Verification             |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.5.1.1                              | Receipt of List                  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.5.1.2                              | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | IMF workload for Cincinnati is included in the BMF line below.                                |
| 5.5.1.2                              | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 1,233,913   | 1,224,579   | 1,124,754   | 73,303      | 2,142,374   | 4,825,806   | 1,487,595   | 3,167,611   | 2,821,586   | 2,025,177   | 1,780,978   | 1,707,615   | 23,615,291   | OFP 510-00000; 00004; 00005. Includes IMF documents. Note: a block is 100 or fewer documents. |
| 5.5.1.2                              | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 510-4290X. Note: a block is 100 or fewer documents.                                       |
| 5.5.1.2                              | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | Ogden only.   |

## WORKLOAD - CINCINNATI

| FY 2005            |                           |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |
|--------------------|---------------------------|--|-----------|-----------|-----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--|
| Paragraph Number   | Task                      | Unit of Measure  | October   | November  | December  | January | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification      | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | OFP 510-1320X (Ogden only)   |
| 5.5.1.2            | Listing Verification      | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Ogden only - OFP 510-1601X.  |
| 5.5.1.2            | Listing Verification      | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | 2,035,297 | 1,290,260 | 680,318   | 639,763 | 275,860   | 551,277   | 74,092    | 0         | 0         | 1,087,248 | 961,241   | 1,158,191 | 8,753,548    | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380. Note: a block is 100 or fewer documents. |
| 5.5.1.2 Subtotal   |                           |  | 3,269,210 | 2,514,839 | 1,805,071 | 713,065 | 2,418,234 | 5,377,083 | 1,561,687 | 3,167,611 | 2,821,586 | 3,112,425 | 2,742,219 | 2,865,807 | 32,368,839   | Subtotal of all 5.5.1.2 Listing Verification Lines   |
| 5.5.1.3            | Errors                    | # of documents with missing / erroneous DLNs   | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available.                           |
| 5.5.1.4            | Missing Blocks            | # of missing blocks  | 0         | 0         | 0         | 0       | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0            | No data available  |
| 5.5.2              | Transport to File Storage | # of documents transported   | 3,269,210 | 2,514,839 | 1,805,071 | 713,065 | 2,418,234 | 5,377,083 | 1,561,687 | 3,167,611 | 2,821,586 | 3,112,425 | 2,742,219 | 2,865,807 | 32,368,839   |  |
| 5.6 Files Services |                           |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |
| 5.6.1              | Filing                    | # of documents shelved   | 3,269,210 | 2,514,839 | 1,805,071 | 713,065 | 2,418,234 | 5,377,083 | 1,561,687 | 3,167,611 | 2,821,586 | 3,112,425 | 2,742,219 | 2,865,807 | 32,368,839   | Para 5.5.1.2 (OFP 510 Cycle). Note: a block is 100 or fewer documents.                           |
| 5.6.2              | Loose Documents           | # of loose documents   | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refiles researched in IDRS                                 |
| 5.6.3              | General File Requests     |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |

## WORKLOAD - CINCINNATI

|                          |   | FY 2005                                  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|--------------------------|---|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure                          | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of photocopy requests                  | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0FP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of requests not counted in lines below | 216,828     | 150,559     | 111,954     | 146,979     | 105,685     | 220,546     | 220,451     | 215,662     | 204,235     | 184,436     | 150,219     | 146,069     | 2,073,625    | 0FP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of ELF 8453 requests                   | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | 0FP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of QRP requests                        | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | 0FP 530-0901X (QRP pulls no longer done in Cinci)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of EO bond requests                    | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | 0FP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of PRP requests                        | 13,129      | 10,881      | 10,074      | 11,804      | 11,951      | 11,619      | 12,181      | 15,429      | 13,717      | 14,975      | 12,575      | 13,470      | 151,805      | 0FP 530-36720; 590-36720; & 590-36730  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of Tax Relief requests                 | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | 0FP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of SOI requests                        | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | Volume for Cinci is included in Para 5.6.3.1 above under # of requests pulled not counted in lines below.                          |
| 5.6.3.1/5.6.3.2 Subtotal |   |  | 229,958     | 161,440     | 122,028     | 158,783     | 117,636     | 232,165     | 232,632     | 231,092     | 217,952     | 199,412     | 162,793     | 159,539     | 2,225,430    | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches                   | 3,916       | 3,627       | 3,703       | 3,438       | 3,468       | 5,399       | 6,260       | 3,401       | 3,198       | 2,754       | 2,709       | 2,202       | 44,074       | 0FP 590-0000X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals          | 229,958     | 161,440     | 122,028     | 158,783     | 117,636     | 232,165     | 232,632     | 231,092     | 217,952     | 199,412     | 162,793     | 159,539     | 2,225,430    | 0FP 530-0000X, 520-3750X, 530-0901X, 530-4290X, 520-3672X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies             | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0            | 0FP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |   |  | 229,958     | 161,440     | 122,028     | 158,783     | 117,636     | 232,165     | 232,632     | 231,092     | 217,952     | 199,412     | 162,793     | 159,539     | 2,225,430    | Subtotal of all 5.6.3.3 Document Delivery Lines  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.               | 89,979      | 65,811      | 32,781      | 37,841      | 78,507      | 73,557      | 34,632      | 96,056      | 81,731      | 116,316     | 44,416      | 38,734      | 790,362      | 0FP Code 540-0000X   |

## WORKLOAD - CINCINNATI

|                            |   | FY 2005   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
|----------------------------|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October   | November  | December  | January   | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | 2,035,297 | 1,290,260 | 680,318   | 639,763   | 228,454   | 134,797   | 429,012   | 108,967   | 0         | 0         | 3,858     | 6,462     | 5,557,187    | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 32,566    | 46,011    | 24,886    | 21,748    | 57,459    | 138,411   | 213,463   | 174,142   | 82,737    | 112,341   | 85,264    | 57,382    | 1,046,408    | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 1,399,788 | 1,139,968 | 1,099,854 | 1,129,660 | 1,117,570 | 1,261,878 | 1,404,312 | 1,688,564 | 1,512,846 | 1,712,022 | 1,266,767 | 1,226,102 | 15,959,330   | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 3,557,631 | 2,542,050 | 1,837,838 | 1,829,012 | 1,481,990 | 1,608,643 | 2,081,420 | 2,067,729 | 1,677,314 | 1,940,678 | 1,400,305 | 1,328,679 | 23,353,288   | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 35,576    | 25,420    | 18,378    | 18,290    | 14,820    | 16,086    | 20,814    | 20,677    | 16,773    | 19,407    | 14,003    | 13,287    | 233,533      | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 38,788    | 25,053    | 34,393    | 33,979    | 33,434    | 28,015    | 31,516    | 37,627    | 30,919    | 30,804    | 26,336    | 22,009    | 372,874      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,159     | 1,044     | 660       | 1,007     | 1,135     | 1,084     | 1,038     | 1,358     | 1,050     | 1,240     | 963       | 748       | 12,486       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 39,947    | 26,097    | 35,052    | 34,986    | 34,570    | 29,099    | 32,555    | 38,985    | 31,969    | 32,044    | 27,299    | 22,758    | 385,360      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 61,116    | 51,282    | 29,477    | 22,446    | 104,520   | 41,874    | 53,946    | 49,001    | 33,592    | 43,464    | 27,158    | 23,793    | 541,668      | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 45,935    | 32,031    | 41,764    | 40,047    | 79,275    | 26,173    | 29,521    | 36,007    | 35,767    | 24,943    | 26,881    | 19,031    | 437,376      | OFP 790-00000. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 25        | 300          | Estimate of 250-350 per year. Aberrations may occur.  |

## WORKLOAD - CINCINNATI

| FY 2005                                 |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|---|--|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number                        | Task   | Unit of Measure                                    | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.7.3                                   | Research of Electronic Media                   | # of requests for microfilm/CD/microfiche research | 817         | 597         | 473         | 644         | 735         | 918         | 499         | 634         | 720         | 1,184       | 795         | 632         | 8,650        | OFP 310-0000X  |
| <b>5.8 Other File Services</b>          |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.8.1                                   | Correspondence Imaging System Requests         | # of CIS requests                                  | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload  |
| 5.8.2                                   | Processing of Undeliverables                   | # of undeliverable notices                         | 0           | 2,555       | 1,262       | 1,638       | 7,085       | 11,446      | 12,331      | 16,544      | 7,565       | 6,173       | 3,940       | 3,981       | 74,519       | OFP 550-00800  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents                | 1,068,038   | 843,061     | 800,414     | 848,253     | 827,247     | 913,974     | 1,035,623   | 1,232,766   | 1,120,343   | 1,308,264   | 961,737     | 928,514     | 11,888,235   | OFP 510-00007 & 510-00008. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).                                      |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents        | 331,750     | 296,906     | 299,439     | 281,407     | 290,323     | 347,904     | 368,689     | 455,798     | 392,503     | 403,758     | 305,030     | 297,588     | 4,071,095    | OFP 510-00007. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).  |
| 5.8.3 Subtotal                          |  |  | 1,399,788   | 1,139,968   | 1,099,854   | 1,129,660   | 1,117,570   | 1,261,878   | 1,404,312   | 1,688,564   | 1,512,846   | 1,712,022   | 1,266,767   | 1,226,102   | 15,959,330   | Subtotal for 5.8.3 lines.  |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association                     | 6,611       | 5,628       | 7,347       | 5,088       | 6,997       | 9,478       | 9,025       | 10,313      | 9,398       | 8,252       | 7,959       | 6,977       | 93,073       | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc. |
| <b>5.9 Retirement</b>                   |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                                     | 0           | 0           | 0           | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 1            | 3 months prior to first shipment of CY   |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                              | 2           | 1           | 1           | 2           | 3           | 3           | 3           | 5           | 2           | 1           | 1           | 8           | 33           | Source: SF 135   |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                           | 2           | 1           | 1           | 2           | 3           | 3           | 3           | 5           | 2           | 1           | 1           | 8           | 33           | Source: SF 135   |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                        | 8,840       | 4,200       | 5,484       | 15,977      | 10,266      | 14,283      | 14,526      | 14,839      | 6,010       | 6,376       | 4,648       | 16,199      | 121,648      | Source: SF 135   |
| <b>5.10 Preparation for Destruction</b> |  |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |

## WORKLOAD - CINCINNATI

|                  |                             | FY 2005                                 |         |          |          |         |          |       |       |     |        |         |        |           |              |   |
|------------------|-----------------------------|---|---------|----------|----------|---------|----------|-------|-------|-----|--------|---------|--------|-----------|--------------|---|
| Paragraph Number | Task                        | Unit of Measure                         | October | November | December | January | February | March | April | May | June   | July    | August | September | Annual Total | Comments  |
| 5.10             | Preparation for Destruction | # of documents prepared for destruction | 0       | 0        | 98,794   | 293,294 | 0        | 0     | 0     | 0   | 61,746 | 123,492 | 0      | 123,492   | 700,817      | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |



## WORKLOAD - CINCINNATI

| FY 2005                  |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|--------------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number         | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| <b>5.11 CSED Program</b> |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11                     | CSED Program | # of CSED requests | 202,974 | 131,103  | 179,974  | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 514,051      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

| FY   | K-1 Cycle Returns | All other workload<br>other than K-1<br>Cycle Returns |  |
|------|-------------------|---|--|
| 2005 | 5.10%             | 2.91%   | Note: picked up some Brookhaven workload (requests & refiles). FY 2005 percentages have been incorporated into the above workload chart. |
| 2006 | 1.76%             | 0.83%   |  |
| 2007 | 1.26%             | -0.41%  |  |
| 2008 | 0.79%             | -1.69%  |  |
| 2009 | 0.33%             | -1.43%  |  |
| 2010 | unknown           | unknown   |  |

Note: The following plus-ups were added to Cincinnati's 2003 historical workload for work transferred from the former Brookhaven location to arrive at an adjusted 2005 baseline. (Weighted averages were applied to annual numbers to get monthly workload.)

| Paragraph to which Workload was Added | Unit of Measure  | OFP Code  | Annual Count |   |
|---------------------------------------|--|-----------|--------------|---|
| 5.6.3.1                               | # of document requests pulled                                | 530-00000 | 133,523      | Workload was added to Paragraph 5.6.3.1 under # of requests not counted in lines below  |
| 5.7.3                                 | # of microfilm requests for microfilm/CD/microfiche research | 310-00000 | 520          |   |
| 5.8.3 & 5.6.4                         | # of IDRS Form 5147 receipts-Run 1821                        | 510-00000 | 3,200,000    | Workload was added to Paragraph 5.8.3 under # of 5147s without source documents and 5.6.4 # of refiles - IDRS associations.                 |
| 5.8.3                                 | # of IDRS Form 5147 receipts-Run 2021                        | 510-00000 | 1,697,480    |   |
| 5.8.4                                 | # of unique associations                                     |           | 24,146       | CP55/155. Volume also added to Para 5.6.3.1/5.6.3.2 (# of requests not counted in lines below) and Para 5.6.4 (# of other refiles - misc.). |
| 5.8.4                                 | # of unique associations                                     |           | 2,723        |   |
| 5.11                                  | # of CSED requests   | 520-37500 | 218,000      |   |

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - FRESNO

| FY 2005                                     |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
|---|----------------------------------|---|-----------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure   | October   | November | December | January | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks  | 26        | 13       | 20       | 4       | 7         | 3         | 5         | 28        | 54        | 27        | 11        | 8         | 207          | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received   | 800       | 800      | 880      | 760     | 760       | 920       | 840       | 840       | 880       | 800       | 920       | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports  | 5         | 4        | 5        | 5       | 4         | 5         | 4         | 5         | 4         | 5         | 4         | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports  | 20        | 20       | 22       | 19      | 19        | 23        | 21        | 21        | 22        | 20        | 23        | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports  | 0         | 0        | 1        | 0       | 0         | 1         | 0         | 0         | 1         | 0         | 0         | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received   | 1,609,638 | 955,157  | 902,964  | 755,647 | 793,403   | 963,298   | 1,206,354 | 1,495,455 | 1,306,020 | 1,427,597 | 1,061,445 | 1,038,991 | 13,515,969   | OFF 510, 520, 550, 590                                   |
| <b>5.5 Initial File Receipt</b>             |                                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.5.1                                       | Receipt Verification             |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |   |           |          |          |         |           |           |           |           |           |           |           |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)  | 545,599   | 257,075  | 116,172  | 394,014 | 1,082,270 | 3,294,801 | 3,671,567 | 6,390,981 | 2,484,613 | 613,405   | 735,193   | 2,436,577 | 22,022,267   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)  | 10,949    | 11,372   | 5,419    | 12,041  | 18,669    | 7,843     | 8,036     | 9,885     | 4,894     | 6,525     | 6,217     | 5,892     | 107,743      | OFF 510-00002. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)   | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | OFF 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables) | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Ogden only.  |

## WORKLOAD - FRESNO

| FY 2005            |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
|--------------------|-------------------------------|--|---------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number   | Task                          | Unit of Measure  | October | November | December | January | February  | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OPF 510-1320X (Ogden only)   |
| 5.5.1.2            | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only - OPF 510-1601X.  |
| 5.5.1.2            | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden, Cincinnati, and Phil. Only - EONS OPF 510-44380                 |
| 5.5.1.2 Subtotal   |                               |  | 556,548 | 268,447  | 121,591  | 406,055 | 1,100,939 | 3,302,644 | 3,679,603 | 6,400,866 | 2,489,507 | 619,930 | 741,411 | 2,442,469 | 22,130,010   | Subtotal of all 5.5.1.2 Listing Verification Lines                     |
| 5.5.1.3            | Errors                        | # of documents with missing / erroneous DLNs   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4            | Missing and Additional Blocks | # of missing blocks  | 0       | 0        | 0        | 0       | 0         | 1         | 10        | 23        | 17        | 28      | 124     | 38        | 241          | Source: Missing Block Report   |
| 5.5.2              | Transport to File Storage     | # of documents transported   | 556,548 | 268,447  | 121,591  | 406,055 | 1,100,939 | 3,302,644 | 3,679,603 | 6,400,866 | 2,489,507 | 619,930 | 741,411 | 2,442,469 | 22,130,010   | No workload  |
| 5.6 Files Services |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
| 5.6.1              | Filing                        | # of documents shelved   | 556,548 | 268,447  | 121,591  | 406,055 | 1,100,939 | 3,302,644 | 3,679,603 | 6,400,866 | 2,489,507 | 619,930 | 741,411 | 2,442,469 | 22,130,010   | Para 5.5.1.2 (OPF 510 Cycle). Note: a block is 100 or fewer documents. |
| 5.6.2              | Loose Documents               | # of loose documents   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refiles researched in IDRS       |

## WORKLOAD - FRESNO

| FY 2005                  |   |  |         |          |          |         |          |         |         |         |         |        |        |           |              |  |
|--------------------------|---|--|---------|----------|----------|---------|----------|---------|---------|---------|---------|--------|--------|-----------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure                          | October | November | December | January | February | March   | April   | May     | June    | July   | August | September | Annual Total | Comments   |
| 5.6.3                    | General File Requests                               |  |         |          |          |         |          |         |         |         |         |        |        |           |              |  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of photocopy requests                  | 0       | 0        | 0        | 0       | 0        | 0       | 0       | 0       | 0       | 1,272  | 520    | 250       | 2,042        | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of requests not counted in lines below | 72,527  | 58,674   | 53,523   | 27,853  | 55,564   | 103,287 | 121,211 | 205,351 | 149,784 | 77,072 | 47,483 | 60,514    | 1,032,843    | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of ELF 8453 requests                   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A    | N/A    | N/A       | N/A          | OFP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of QRP requests                        | 11,700  | 19,195   | 3,440    | 930     | 5,512    | 13,033  | 12,401  | 10,211  | 2,408   | 1,629  | 1,400  | 1,332     | 83,191       | OFP 530-0901X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of EO bond requests                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A    | N/A    | N/A       | N/A          | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of PRP requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A    | N/A    | N/A       | N/A          | OFP 530-36720 (Cinci & Brookhaven only), OFP 520-36720 (Austin only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of Tax Relief requests                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A    | N/A    | N/A       | N/A          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of SOI requests                        | 1,681   | 7,744    | 818      | 254     | 313      | 1,536   | 3,481   | 7,452   | 6,066   | 3,370  | 1,012  | 1,827     | 35,555       | OFP 550-25000 & 590-21300  |
| 5.6.3.1/5.6.3.2 Subtotal |   |  | 85,907  | 85,613   | 57,781   | 29,037  | 61,390   | 117,856 | 137,093 | 223,014 | 158,258 | 83,344 | 50,416 | 63,924    | 1,153,631    | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches                   | 1,100   | 78,118   | 359      | 619     | 761      | 295     | 484     | 544     | 236     | 422    | 433    | 407       | 83,779       | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals          | 85,907  | 85,613   | 57,781   | 29,037  | 61,390   | 117,856 | 137,093 | 223,014 | 158,258 | 82,072 | 49,895 | 63,674    | 1,151,589    | OFP 530-0000X, 520-3750X, 530-0901X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies             | 0       | 0        | 0        | 0       | 0        | 0       | 0       | 0       | 0       | 1,272  | 520    | 250       | 2,042        | OFP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |   |  | 85,907  | 85,613   | 57,781   | 29,037  | 61,390   | 117,856 | 137,093 | 223,014 | 158,258 | 83,344 | 50,416 | 63,924    | 1,153,631    | Subtotal of all 5.6.3.3 Document Delivery Lines  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.               | 108,690 | 21,429   | 34,138   | 36,791  | 45,374   | 51,535  | 78,733  | 88,236  | 115,779 | 88,675 | 97,619 | 51,505    | 818,504      | OFP Code 540-0000X   |

## WORKLOAD - FRESNO

| FY 2005                    |   |   |         |          |          |         |          |         |         |           |           |           |         |           |              |   |
|----------------------------|---|---|---------|----------|----------|---------|----------|---------|---------|-----------|-----------|-----------|---------|-----------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October | November | December | January | February | March   | April   | May       | June      | July      | August  | September | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 48,324  | 55,056   | 34,805   | 9,402   | 22,464   | 48,197  | 62,020  | 70,649    | 104,375   | 89,735    | 31,620  | 20,440    | 597,087      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 813,019 | 666,530  | 685,668  | 576,310 | 569,614  | 632,315 | 827,485 | 1,033,912 | 861,718   | 909,983   | 636,472 | 754,034   | 8,967,060    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 970,033 | 743,015  | 754,611  | 622,503 | 637,452  | 732,047 | 968,237 | 1,192,798 | 1,081,872 | 1,088,393 | 765,711 | 825,978   | 10,382,651   | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 9,700   | 7,430    | 7,546    | 6,225   | 6,375    | 7,320   | 9,682   | 11,928    | 10,819    | 10,884    | 7,657   | 8,260     | 103,827      | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 197,066 | 41,973   | 40,245   | 60,142  | 73,553   | 106,415 | 148,180 | 141,853   | 98,475    | 118,637   | 141,355 | 70,250    | 1,238,144    | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,216   | 900      | 1,046    | 607     | 940      | 1,255   | 1,668   | 1,496     | 1,139     | 1,189     | 670     | 1,005     | 13,130       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 198,282 | 42,873   | 41,291   | 60,749  | 74,493   | 107,670 | 149,847 | 143,348   | 99,614    | 119,827   | 142,025 | 71,254    | 1,251,275    | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 113,065 | 66,022   | 34,874   | 73,592  | 72,218   | 102,580 | 75,803  | 120,798   | 122,617   | 155,561   | 171,800 | 126,270   | 1,235,200    | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |         |          |          |         |          |         |         |           |           |           |         |           |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 13,027  | 12,197   | 9,288    | 6,313   | 7,270    | 7,902   | 6,245   | 6,211     | 10,720    | 12,592    | 8,071   | 3,926     | 103,761      | OFP 550-00000. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25      | 25       | 25       | 25      | 25       | 25      | 25      | 25        | 25        | 25        | 25      | 25        | 300          | Estimate of 250-350 per year. Aberrations may occur.  |
| 5.7.3                      | Research of Electronic Media                        | # of requests for microfilm/CD/microfiche research                                      | 1,350   | 1,424    | 1,108    | 1,503   | 1,970    | 1,695   | 1,178   | 1,336     | 1,571     | 1,488     | 1,028   | 1,873     | 17,523       | OFP 310-0000X   |

## WORKLOAD - FRESNO

| FY 2005                                 |  |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|---|--|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number                        | Task   | Unit of Measure                             | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| <b>5.8 Other File Services</b>          |  |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.8.1                                   | Correspondence Imaging System Requests         | # of CIS requests                           | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload  |
| 5.8.2                                   | Processing of Undeliverables                   | # of undeliverable notices                  | 8,322       | 5,137       | 5,243       | 10,679      | 5,705       | 6,393       | 6,989       | 9,184       | 21,961      | 7,646       | 3,042       | 3,402       | 93,702       | OFF 550-00800  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents         | 693,642     | 555,430     | 557,921     | 482,850     | 461,065     | 454,259     | 595,309     | 753,063     | 605,039     | 693,916     | 496,317     | 625,992     | 6,974,804    | OFF 510-00004, 00005, 00006, 00007. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).                             |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 119,377     | 111,100     | 127,747     | 93,460      | 108,549     | 178,056     | 232,176     | 280,849     | 256,678     | 216,066     | 140,156     | 128,041     | 1,992,255    | OFF 510-00006 & 510-00007. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).                                      |
| 5.8.3 Subtotal                          |  |   | 813,019     | 666,530     | 685,668     | 576,310     | 569,614     | 632,315     | 827,485     | 1,033,912   | 861,718     | 909,983     | 636,472     | 754,034     | 8,967,060    | Subtotal for 5.8.3 lines.  |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association              | 1,046       | 2,840       | 2,017       | 296         | 27          | 226         | 209         | 1,556       | 742         | 1,532       | 914         | 1,104       | 12,510       | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc. |
| <b>5.9 Retirement</b>                   |  |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | 0           | 0           | 0           | 1           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 1            | 3 months prior to first shipment of CY   |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | 7           | 1           | 6           | 0           | 13          | 11          | 1           | 2           | 1           | 2           | 1           | 2           | 47           | Source: SF 135   |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | 7           | 1           | 6           | 0           | 13          | 11          | 1           | 2           | 1           | 2           | 1           | 2           | 47           | Source: SF 135   |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | 10,391      | 2,270       | 14,039      | 0           | 767         | 14,612      | 11,421      | 13,780      | 8,996       | 13,856      | 4,836       | 15,637      | 110,605      | Source: SF 135   |
| <b>5.10 Preparation for Destruction</b> |  |   |             |             |             |             |             |             |             |             |             |             |             |             |              |  |

## WORKLOAD - FRESNO

| Paragraph Number | Task                        | Unit of Measure                         | FY 2005 |          |          |           |          |       |       |       |       |       |        |           | Annual Total | Comments  |
|------------------|-----------------------------|---|---------|----------|----------|-----------|----------|-------|-------|-------|-------|-------|--------|-----------|--------------|---|
|                  |                             |   | October | November | December | January   | February | March | April | May   | June  | July  | August | September |              |   |
| 5.10             | Preparation for Destruction | # of documents prepared for destruction | 2,512   | 2,512    | 2,512    | 1,506,900 | 2,512    | 2,512 | 2,512 | 2,512 | 2,512 | 2,512 | 2,512  | 2,512     | 1,534,527    | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |

## WORKLOAD - FRESNO

| FY 2005                  |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|--------------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number         | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| <b>5.11 CSED Program</b> |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11                     | CSED Program | # of CSED requests | 354,760 | 75,561   | 72,451   | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 502,772      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

|      |         |   |
|------|---------|---|
| 2005 | 0.46%   | Note: FY 2005 percentages have been incorporated into the above workload chart. |
| 2006 | 4.98%   |   |
| 2007 | -2.86%  |   |
| 2008 | -6.93%  |   |
| 2009 | 1.39%   |   |
| 2010 | unknown |   |



## TECHNICAL EXHIBIT 5-001

## WORKLOAD - KANSAS CITY

| FY 2005                                     |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
|---|----------------------------------|--|---------|----------|----------|---------|----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October | November | December | January | February | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 43      | 21       | 40       | 16      | 16       | 36        | 51        | 293       | 404       | 103     | 43      | 51        | 1,116        | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800     | 800      | 880      | 760     | 760      | 920       | 840       | 840       | 880       | 800     | 920     | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5       | 4        | 5        | 5       | 4        | 5         | 4         | 5         | 4         | 5       | 4       | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20      | 20       | 22       | 19      | 19       | 23        | 21        | 21        | 22        | 20      | 23      | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0       | 0        | 1        | 0       | 0        | 1         | 0         | 0         | 1         | 0       | 0       | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 860,670 | 640,583  | 604,987  | 486,352 | 517,879  | 749,699   | 1,052,529 | 1,461,290 | 995,151   | 954,512 | 640,859 | 650,489   | 9,614,999    | OFP 510, 520, 550  |
| <b>5.5 Initial File Receipt</b>             |                                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |         |          |          |         |          |           |           |           |           |         |         |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 147,700 | 83,248   | 78,992   | 87,549  | 758,236  | 2,353,934 | 2,039,262 | 4,924,747 | 1,128,064 | 772,722 | 65,407  | 941,646   | 13,381,508   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 7,484   | 6,020    | 2,708    | 40,325  | 8,362    | 8,479     | 2,668     | 3,313     | 1,040     | 2,288   | 1,323   | 775       | 84,785       | OFP 510-00003. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only.  |

## WORKLOAD - KANSAS CITY

| FY 2005            |                               |  |         |          |          |         |          |           |           |           |           |         |        |           |              |  |
|--------------------|-------------------------------|--|---------|----------|----------|---------|----------|-----------|-----------|-----------|-----------|---------|--------|-----------|--------------|--|
| Paragraph Number   | Task                          | Unit of Measure  | October | November | December | January | February | March     | April     | May       | June      | July    | August | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A    | N/A       | N/A          | OFF 510-1320X (Ogden only)   |
| 5.5.1.2            | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A    | N/A       | N/A          | Ogden only - OFF 510-1601X.  |
| 5.5.1.2            | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A    | N/A       | N/A          | Ogden, Cincinnati, and Phil. Only - EONS OFF 510-44380                 |
| 5.5.1.2 Subtotal   |                               |  | 155,183 | 89,268   | 81,701   | 127,874 | 766,598  | 2,362,413 | 2,041,930 | 4,928,061 | 1,129,103 | 775,011 | 66,729 | 942,421   | 13,466,293   | Subtotal of all 5.5.1.2 Listing Verification Lines                     |
| 5.5.1.3            | Errors                        | # of documents with missing / erroneous DLNs   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A    | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available. |
| 5.5.1.4            | Missing and Additional Blocks | # of missing blocks  | 0       | 106      | 61       | 0       | 0        | 0         | 0         | 0         | 1         | 0       | 2      | 2         | 171          | Source: Missing Block Report   |
| 5.5.2              | Transport to File Storage     | # of documents transported   | 155,183 | 89,268   | 81,701   | 127,874 | 766,598  | 2,362,413 | 2,041,930 | 4,928,061 | 1,129,103 | 775,011 | 66,729 | 942,421   | 13,466,293   |  |
| 5.6 Files Services |                               |  |         |          |          |         |          |           |           |           |           |         |        |           |              |  |
| 5.6.1              | Filing                        | # of documents shelved   | 155,183 | 89,268   | 81,701   | 127,874 | 766,598  | 2,362,413 | 2,041,930 | 4,928,061 | 1,129,103 | 775,011 | 66,729 | 942,421   | 13,466,293   | Para 5.5.1.2 (OFF 510 Cycle). Note: a block is 100 or fewer documents. |
| 5.6.2              | Loose Documents               | # of loose documents   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A       | N/A       | N/A       | N/A       | N/A     | N/A    | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refiles researched in IDRS       |
| 5.6.3              | General File Requests         |  |         |          |          |         |          |           |           |           |           |         |        |           |              |  |

## WORKLOAD - KANSAS CITY

| FY 2005                  |   |  |         |          |          |         |          |        |         |         |         |         |        |           |              |  |
|--------------------------|---|--|---------|----------|----------|---------|----------|--------|---------|---------|---------|---------|--------|-----------|--------------|--|
| Paragraph Number         | Task  | Unit of Measure                          | October | November | December | January | February | March  | April   | May     | June    | July    | August | September | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of photocopy requests                  | 317     | 156      | 1,108    | 180     | 252      | 321    | 189     | 411     | 180     | 181     | 208    | 203       | 3,703        | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of requests not counted in lines below | 35,681  | 42,342   | 30,814   | 35,519  | 34,372   | 78,801 | 157,471 | 221,711 | 145,509 | 114,130 | 44,993 | 55,760    | 997,104      | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of ELF 8453 requests                   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of QRP requests                        | 520     | 353      | 42       | 367     | 1        | 236    | 696     | 545     | 34      | 241     | 30     | 30        | 3,097        | OFP 530-0901X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of EO bond requests                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of PRP requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-36720 (Cinci & Brookhaven only), OFP 520-36720 (Austin only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of Tax Relief requests                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A     | N/A     | N/A     | N/A     | N/A    | N/A       | N/A          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of SOI requests                        | 683     | 2,001    | 220      | 68      | 290      | 1,183  | 2,558   | 5,093   | 2,778   | 2,739   | 383    | 967       | 18,964       | OFP 550-25000  |
| 5.6.3.1/5.6.3.2 Subtotal |   |  | 37,202  | 44,852   | 32,184   | 36,134  | 34,915   | 80,541 | 160,914 | 227,760 | 148,501 | 117,291 | 45,615 | 56,960    | 1,022,868    | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches                   | 5,494   | 3,823    | 1,901    | 1,754   | 2,035    | 2,419  | 3,241   | 4,434   | 2,808   | 3,534   | 2,328  | 2,964     | 36,736       | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals          | 36,885  | 44,697   | 31,076   | 35,954  | 34,664   | 80,220 | 160,724 | 227,349 | 148,321 | 117,110 | 45,407 | 56,757    | 1,019,165    | OFP 530-0000X, 520-3750X, 530-0901X  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies             | 317     | 156      | 1,108    | 180     | 252      | 321    | 189     | 411     | 180     | 181     | 208    | 203       | 3,703        | OFP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |   |  | 37,202  | 44,852   | 32,184   | 36,134  | 34,915   | 80,541 | 160,914 | 227,760 | 148,501 | 117,291 | 45,615 | 56,960    | 1,022,868    | Subtotal of all 5.6.3.3 Document Delivery Lines  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.               | 60,562  | 46,528   | 41,829   | 28,347  | 26,486   | 27,768 | 101,621 | 128,749 | 178,611 | 170,721 | 68,411 | 15,589    | 895,223      | OFP Code 540-0000X   |

## WORKLOAD - KANSAS CITY

| FY 2005                    |   |   |         |          |          |         |          |         |         |           |         |         |         |           |              |   |
|----------------------------|---|---|---------|----------|----------|---------|----------|---------|---------|-----------|---------|---------|---------|-----------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October | November | December | January | February | March   | April   | May       | June    | July    | August  | September | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A     | N/A     | N/A     | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A     | N/A     | N/A     | N/A       | N/A          | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 4,894   | 7,652    | 1,106    | 598     | 2,549    | 17,479  | 16,600  | 37,779    | 23,688  | 14,305  | 6,450   | 13,592    | 146,691      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 459,090 | 383,073  | 354,262  | 334,941 | 309,235  | 452,824 | 611,519 | 898,510   | 577,348 | 532,385 | 409,853 | 418,783   | 5,741,823    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 524,547 | 437,253  | 397,197  | 363,885 | 338,270  | 498,071 | 729,740 | 1,065,038 | 779,647 | 717,411 | 484,713 | 447,964   | 6,783,737    | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 5,245   | 4,373    | 3,972    | 3,639   | 3,383    | 4,981   | 7,297   | 10,650    | 7,796   | 7,174   | 4,847   | 4,480     | 67,837       | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 19,703  | 9,901    | 13,246   | 16,016  | 18,643   | 15,233  | 14,683  | 9,952     | 12,316  | 20,945  | 20,074  | 15,540    | 186,251      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,584   | 1,645    | 875      | 1,217   | 2,122    | 2,085   | 1,010   | 1,700     | 1,164   | 1,043   | 958     | 1,003     | 16,406       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 21,287  | 11,546   | 14,121   | 17,234  | 20,765   | 17,317  | 15,693  | 11,652    | 13,480  | 21,988  | 21,032  | 16,543    | 202,657      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 59,031  | 16,471   | 34,979   | 25,118  | 34,195   | 22,000  | 21,473  | 22,753    | 46,520  | 63,999  | 44,731  | 29,728    | 420,999      | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |         |          |          |         |          |         |         |           |         |         |         |           |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 0       | 0        | 17,411   | 0       | 845      | 2,436   | 1,323   | 590       | 10,713  | 7,897   | 612     | 4,962     | 46,791       | OFP 550-00000. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25      | 25       | 25       | 25      | 25       | 25      | 25      | 25        | 25      | 25      | 25      | 25        | 300          | Estimate of 250-350 per year. Aberrations may occur.  |
| 5.7.3                      | Research of Electronic Media                        | # of requests for microfilm/CD/microfiche research                                      | 578     | 504      | 412      | 342     | 737      | 395     | 250     | 403       | 210     | 446     | 368     | 465       | 5,109        | OFP 310-0000X   |

## WORKLOAD - KANSAS CITY

| FY 2005                                 |  |   |                |                |                |                |                |                |                |                |                |                |                |                |                  |   |
|---|--|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|---|
| Paragraph Number                        | Task   | Unit of Measure                             | October        | November       | December       | January        | February       | March          | April          | May            | June           | July           | August         | September      | Annual Total     | Comments  |
| <b>5.8 Other File Services</b>          |  |   |                |                |                |                |                |                |                |                |                |                |                |                |                  |   |
| 5.8.1                                   | Correspondence Imaging System Requests         | # of CIS requests                           | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment      | See separate tab for CIS workload   |
| 5.8.2                                   | Processing of Undeliverables                   | # of undeliverable notices                  | 561            | 548            | 827            | 1,252          | 259            | 732            | 852            | 1,727          | 2,291          | 1,513          | 241            | 270            | 11,073           | OFP 550-00800   |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents         | 439,593        | 373,545        | 345,262        | 325,569        | 299,257        | 438,881        | 600,933        | 879,081        | 561,423        | 517,543        | 386,419        | 397,039        | 5,564,545        | OFP 510-00006 & 00008. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).   |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 19,498         | 9,527          | 9,000          | 9,372          | 9,978          | 13,943         | 10,586         | 19,429         | 15,925         | 14,842         | 23,434         | 21,744         | 177,278          | OFP 510-00006 & 00008 . Note: workload for filing these documents is also included in Para 5.6.4 (refiling).  |
| <b>5.8.3 Subtotal</b>                   |  |   | <b>459,090</b> | <b>383,073</b> | <b>354,262</b> | <b>334,941</b> | <b>309,235</b> | <b>452,824</b> | <b>611,519</b> | <b>898,510</b> | <b>577,348</b> | <b>532,385</b> | <b>409,853</b> | <b>418,783</b> | <b>5,741,823</b> | Subtotal for 5.8.3 lines.   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association              | 281            | 155            | 457            | 501            | 218            | 1,413          | 2,945          | 1,156          | 628            | 677            | 947            | 2,403          | 11,779           | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refles - misc.   |
| <b>5.9 Retirement</b>                   |  |   |                |                |                |                |                |                |                |                |                |                |                |                |                  |   |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | 0              | 0              | 0              | 1              | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 1                | 3 months prior to first shipment of CY  |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | 1              | 1              | 0              | 1              | 2              | 5              | 0              | 0              | 1              | 0              | 1              | 1              | 14               | Source: SF 135  |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | 1              | 1              | 0              | 1              | 2              | 5              | 0              | 0              | 1              | 0              | 1              | 1              | 14               | Source: SF 135  |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | 26,638         | 6,443          | 0              | 1,824          | 7,182          | 471            | 0              | 0              | 25,070         | 0              | 13,990         | 651            | 82,269           | Source: SF 135  |
| <b>5.10 Preparation for Destruction</b> |  |   |                |                |                |                |                |                |                |                |                |                |                |                |                  |   |
| 5.10                                    | Preparation for Destruction                    | # of documents prepared for destruction     | 1,567          | 0              | 30,825         | 294,662        | 140,539        | 7,837          | 2,090          | 130,613        | 5,747          | 641,569        | 0              | 40,229         | 1,295,676        | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |

## WORKLOAD - KANSAS CITY

|                   |              | FY 2005            |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|-------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number  | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| 5.11 CSED Program |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11              | CSED Program | # of CSED requests | 123,083 | 61,855   | 82,749   | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 267,687      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on FY 2003 data. The following year-over-year % increases and decreases of the above workload numbers for FYs 2005 through 2009 are as follows:**

|      |   |
|------|---|
| 2005 | 4.49% Note: FY 2005 percentages have been incorporated into the above workload chart. |
| 2006 | 2.30%   |
| 2007 | 1.65%   |
| 2008 | 23.78%  |
| 2009 | -4.10%  |

In addition to the above workload, the new caves site located in the Kansas City area will store approximately 93,065 cubic feet of Forms 709, Forms 2848, and miscellaneous alpha files which are currently stored at the other Files Activity locations. The Service Provider will be required to service requests (perform pulls and refills) for these low touch files. This consolidation of forms will free up space at each Files location, enabling a longer retention of high access forms that have more pull and refill activity. Consolidation will take place prior to Contract award.

The project annual volume for the forms is as follows:

| Year | Projected Annual Volume |                     |
|------|-------------------------|---------------------|
|      | Form 709                | Forms 706 and 706NA |
| 2005 | 295,000                 | 66,100              |
| 2006 | 306,100                 | 69,700              |
| 2007 | 314,500                 | 48,800              |
| 2008 | 322,900                 | 51,100              |
| 2009 | 331,300                 | 53,500              |
| 2010 | unknown                 | unknown             |

## Forms 2848

|             |         |
|-------------|---------|
| Oct - Dec = | 368,065 |
| Jan - Jun = | 772,576 |
| Jul - Sep = | 376,726 |

Yearly Total = 1,517,367

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                                      |                                  | FY 2006 - FY 2009   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
|--------------------------------------|----------------------------------|---|---------|----------|----------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|--------------|---|
| Paragraph Number                     | Task                             | Unit of Measure   | October | November | December | January | February | March   | April   | May     | June    | July    | August  | September | Annual Total | Comments  |
| 5.1 Work Management and Control      |                                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.1.3                                | Discovered Remittance            | # of discovered checks  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          | Source: Record of Discovered Remittance Log (Forms 4287). |
| 5.2 Responding to Customer Inquiries |                                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.2                                  | Responding to Customer Inquiries | # of calls received   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.3 Reporting Requirements           |                                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.3.1                                | Weekly Production Report         | # of reports  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.3.2                                | NARA Report                      | # of reports  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.3.3                                | FRC Quarterly Report             | # of reports  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.4 Receipt of Incoming Mail         |                                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.4                                  | Receipt of Incoming Mail         | # of documents received   | 428,528 | 472,006  | 332,605  | 315,228 | 253,345  | 404,626 | 385,493 | 445,377 | 439,183 | 449,273 | 337,637 | 468,580   | 4,731,882    | OPF 510, 520, 550   |
| 5.5 Initial File Receipt             |                                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.5.1                                | Receipt Verification             |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.5.1.1                              | Receipt of List                  |   |         |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.5.1.2                              | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.5.1.2                              | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.5.1.2                              | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                  |                               | FY 2006 - FY 2009   |         |          |          |         |          |       |       |     |      |      |        |           |              |  |
|------------------|-------------------------------|---|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|--|
| Paragraph Number | Task                          | Unit of Measure   | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments   |
| 5.5.1.2          | Listing Verification          | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)                                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |
| 5.5.1.2          | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |
| 5.5.1.2          | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |
| 5.5.1.2          | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reproprocessables)                                  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |
| 5.5.1.2 Subtotal |                               |   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          | Subtotal of all 5.5.1.2 Listing Verification Lines |
| 5.5.1.3          | Errors                        | # of documents with missing / erroneous DLNs  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |
| 5.5.1.4          | Missing and Additional Blocks | # of missing blocks   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A   | N/A   | N/A | N/A  | N/A  | N/A    | N/A       | N/A          |  |



## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                    |                                    | FY 2006 - FY 2009                        |         |          |          |         |          |        |        |        |        |        |        |           |              |                    |
|--------------------|------------------------------------|--|---------|----------|----------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|--------------|--------------------|
| Paragraph Number   | Task                               | Unit of Measure                          | October | November | December | January | February | March  | April  | May    | June   | July   | August | September | Annual Total | Comments           |
| 5.5.2              | Transport to File Storage          | # of documents transported               | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6 Files Services |                                    |  |         |          |          |         |          |        |        |        |        |        |        |           |              |                    |
| 5.6.1              | Filing                             | # of documents shelved                   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.2              | Loose Documents                    | # of loose documents                     | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3              | General File Requests              |  |         |          |          |         |          |        |        |        |        |        |        |           |              |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of photocopy requests                  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of requests not counted in lines below | 6,758   | 5,640    | 2,969    | 2,358   | 4,885    | 11,617 | 14,268 | 18,371 | 16,315 | 12,209 | 6,786  | 6,082     | 108,258      | OFP Code 530-0000X |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of ELF 8453 requests                   | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of QRP requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of EO bond requests                    | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of PRP requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of Tax Relief requests                 | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |
| 5.6.3.1 / 5.6.3.2  | Request Receipt/Document Retrieval | # of SOI requests                        | N/A     | N/A      | N/A      | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A          |                    |

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                          |   | FY 2006 - FY 2009   |         |          |          |         |          |         |         |         |         |         |         |           |              |  |  |
|--------------------------|---|---|---------|----------|----------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|--------------|--|--|
| Paragraph Number         | Task  | Unit of Measure   | October | November | December | January | February | March   | April   | May     | June    | July    | August  | September | Annual Total | Comments   |  |
|                          |   |   |         |          |          |         |          |         |         |         |         |         |         |           |              | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |  |
| 5.6.3.1/5.6.3.2 Subtotal |   |   | 6,758   | 5,640    | 2,969    | 2,358   | 4,885    | 11,617  | 14,268  | 18,371  | 16,315  | 12,209  | 6,786   | 6,082     | 108,258      |  |  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval                  | # of extended searches  | 493     | 392      | 360      | 315     | 301      | 304     | 759     | 934     | 899     | 526     | 464     | 652       | 6,400        | OFP 590-0000X  |  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - originals   | 35,835  | 31,904   | 15,626   | 12,259  | 25,341   | 59,983  | 73,916  | 95,799  | 89,467  | 65,317  | 35,014  | 32,829    | 573,289      | OFP 530-0000X, 520-3750X, 530-0901X, 530-4290X   |  |
| 5.6.3.3                  | Document Delivery                                   | # of documents sent - copies  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |
| 5.6.3.3 Subtotal         |   |   | 35,835  | 31,904   | 15,626   | 12,259  | 25,341   | 59,983  | 73,916  | 95,799  | 89,467  | 65,317  | 35,014  | 32,829    | 573,289      | Subtotal of all 5.6.3.3 Document Delivery Lines  |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - misc.  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 335,978 | 345,681  | 241,159  | 294,488 | 232,760  | 394,702 | 371,086 | 407,046 | 417,224 | 418,891 | 309,525 | 389,654   | 4,158,193    | IDRS Associations from Para 5.8.3  |  |
| 5.6.4 Subtotal           |   |   | 335,978 | 345,681  | 241,159  | 294,488 | 232,760  | 394,702 | 371,086 | 407,046 | 417,224 | 418,891 | 309,525 | 389,654   | 4,158,193    | Subtotal of all 5.6.4 Refiling Lines   |  |
| 5.6.4                    | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |  |  |

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                            |   | FY 2006 - FY 2009                                  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
|----------------------------|---|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure                                    | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments  |
| 5.6.5                      | Sorting and Sequencing of Work for NARA       | # of NARA requests                                 | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          |   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA       | # of NARA reimbursable taxpayer requests           | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          |   |
| 5.6.5 Subtotal             |   |  | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA       | # of NARA refiles                                  | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          |   |
| 5.7 Specific File Requests |   |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests                                 | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          |   |
| 5.7.2                      | Remittance Search                             | # of remittance search requests                    | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          |   |
| 5.7.3                      | Research of Electronic Media                  | # of requests for microfilm/CD/microfiche research | 602         | 9           | 244         | 91          | 31          | 101         | 155         | 118         | 148         | 298         | 137         | 66          | 2,000        | OFP 310-0000X   |
| 5.8 Other File Services    |   |  |             |             |             |             |             |             |             |             |             |             |             |             |              |   |
| 5.8.1                      | Correspondence Imaging System Requests        | # of CIS requests                                  | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | See separate tab for CIS workload   |
| 5.8.2                      | Processing of Undeliverables                  | # of undeliverable notices                         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 550-00800   |
| 5.8.3                      | Transaction Record Filing (IDRS Associations) | # of 5147s without source documents                | 234,899     | 242,556     | 159,438     | 196,001     | 157,751     | 226,291     | 206,437     | 229,724     | 237,986     | 256,660     | 195,388     | 247,684     | 2,590,814    | Total IDRS figures are from actual data. The breakout between 5147s w/ and w/o source documents is based on averages of data from other sites. Note: workload for filing these documents is also included in Para 5.6.4 (refiling). |

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

| Paragraph Number                        | Task   | Unit of Measure                             | FY 2006 - FY 2009 |          |          |         |          |         |         |         |         |         |         |           | Annual Total | Comments  |
|---|--|---|-------------------|----------|----------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|--------------|---|
|   |  |   | October           | November | December | January | February | March   | April   | May     | June    | July    | August  | September |              |   |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents | 101,079           | 103,126  | 81,721   | 98,486  | 75,009   | 168,411 | 164,649 | 177,322 | 179,238 | 162,231 | 114,137 | 141,970   | 1,567,379    | Total IDRS figures are from actual data. The breakout between 5147s w/ and w/o source documents is based on averages of data from other sites. Note: workload for filing these documents is also included in Para 5.6.4 (refiling). |
| 5.8.3 Subtotal                          |  |   | 335,978           | 345,681  | 241,159  | 294,488 | 232,760  | 394,702 | 371,086 | 407,046 | 417,224 | 418,891 | 309,525 | 389,654   | 4,158,193    | Subtotal for 5.8.3 lines.   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association              | 42                | 27       | 29       | 2       | 22       | 21      | 50      | 43      | 55      | 46      | 30      | 33        | 400          | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc.  |
| <b>5.9 Retirement</b>                   |  |   |                   |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                              | N/A               | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                       | N/A               | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                    | N/A               | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                 | N/A               | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |
| <b>5.10 Preparation for Destruction</b> |  |   |                   |          |          |         |          |         |         |         |         |         |         |           |              |   |
| 5.10                                    | Preparation for Destruction                    | # of documents prepared for destruction     | N/A               | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A       | N/A          |   |

## WORKLOAD - MEMPHIS - FY 2006 through FY 2009

**Note: Memphis SPC is closing at the end of FY 2005. Files Activity work for FY 2006 and beyond will be transferred to Cincinnati. The workload estimates for work which will be transferred to Cincinnati are listed below:**

|                   |              | FY 2006 - FY 2009  |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
|-------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|
| Paragraph Number  | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |
| 5.11 CSED Program |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |
| 5.11              | CSED Program | # of CSED requests | 83,275  | 101,686  | 92,601   | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 277,562      | See *    |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

**Note: The above workload data is based on estimates provided by the Memphis SPC and cover the years FY 2006 through 2009.**

**\* Mail (Incoming) Par. 5.4, Row 16)**

|   |                  |  |
|---|------------------|--|
| Receive, sort, and handle Doc. Requests & CP55/155 serviced by Memphis  | 108,104          | Par.5.6.3.1, Row 36                    |
| Receive, sort, and handle Refund Lit. Requests serviced by Memphis      | 154              | Par.5.6.3.1, Row 36                    |
| Receive, sort, and handle Extended Search Requests                      | 6,400            | Par.5.6.3.1, Row 44                    |
| Receive & sort serviced document requests received from FRC & other SPC | 184,434          | Include in Par. 5.4, Row 16 mail total |
| Receive and sort refiles to the appropriate retention site              | 272,197          | Include in Par. 5.4, Row 16 mail total |
| Receive, sort, and handle requests for microfilm research               | 2,000            | Par.5.7.3, Row 62                      |
| Receive, sort, and handle F.5147 EOD 18 transactions                    | 2,590,814        | Par. 5.8.3, Row 66                     |
| Receive, sort, and handle case processing source documents              | 170,121          | Par. 5.8.3, Row 67                     |
| Receive, sort, and handle F.5147 EOD 20 transactions                    | 1,397,258        | Par. 5.8.3, Row 67                     |
| Receive, sort, and handle unique associations                           | 400              | Par.5.8.4, Row 69                      |
|   | <u>4,731,882</u> |  |

**\* Document Delivery (Outgoing) Par. 5.6.3.3, Row 45**

|   |                |                                       |
|---|----------------|---------------------------------------|
| Deliver Doc. Requests & CP55/155 serviced by Memphis                | 108,104        | Par.5.6.3.1, Row 36                   |
| Deliver Refund Lit. Requests serviced by Memphis                    | 154            | Par.5.6.3.1, Row 36                   |
| Deliver Extended Search Requests                                    | 6,400          | Par.5.6.3.1, Row 44                   |
| Distribute serviced document requests received from FRC & other SCs | 184,434        | Include in Par. 5.6.3.3, Row 45 total |
| Distribute refiles to the appropriate retention site                | 272,197        | Include in Par. 5.6.3.3, Row 45 total |
| Deliver requests for microfilm research                             | 2,000          | Par.5.7.3, Row 62                     |
|   | <u>573,289</u> |                                       |

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - OGDEN

| FY 2005                                     |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
|---|----------------------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October   | November  | December  | January   | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 4         | 1         | 0         | 2         | 3         | 5         | 2         | 9         | 11        | 13        | 16        | 5         | 72           | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800       | 800       | 880       | 760       | 760       | 920       | 840       | 840       | 880       | 800       | 920       | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5         | 4         | 5         | 5         | 4         | 5         | 4         | 5         | 4         | 5         | 4         | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20        | 20        | 22        | 19        | 19        | 23        | 21        | 21        | 22        | 20        | 23        | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0         | 0         | 1         | 0         | 0         | 1         | 0         | 0         | 1         | 0         | 0         | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 2,268,674 | 1,544,789 | 1,865,718 | 1,661,990 | 1,314,741 | 2,194,905 | 1,951,035 | 2,567,667 | 1,668,364 | 2,216,265 | 1,943,796 | 1,375,460 | 22,573,404   | OFP 510, 520   |
| <b>5.5 Initial File Receipt</b>             |                                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |           |           |           |           |           |           |           |           |           |           |           |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 856,838   | 327,486   | 377,492   | 343,342   | 255,469   | 294,847   | 661,610   | 346,297   | 305,264   | 449,836   | 305,188   | 354,601   | 4,878,271    |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 2,312,034 | 2,395,800 | 1,306,974 | 519,135   | 3,225,823 | 3,573,691 | 3,092,369 | 3,264,002 | 2,830,595 | 1,598,300 | 2,157,085 | 927,537   | 27,203,346   | OFP 510-00002. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | 106,194   | 58,814    | 55,450    | 83,568    | 44,275    | 97,725    | 126,172   | 188,606   | 89,096    | 131,120   | 52,488    | 40,272    | 1,073,782    | OFP 510-00006. Note: a block is 100 or fewer documents.  |

## WORKLOAD - OGDEN

| FY 2005                   |                               |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |
|---------------------------|-------------------------------|--|-----------|-----------|-----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--|
| Paragraph Number          | Task                          | Unit of Measure  | October   | November  | December  | January | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments   |
| 5.5.1.2                   | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | 12,706    | 10,588    | 8,004     | 3,582   | 4,030     | 16,534    | 4,359     | 4,408     | 2,765     | 7,076     | 1,626     | 3,636     | 79,314       | OFP 510-1320X (Ogden only). Note: a block is 100 or fewer documents.                             |
| 5.5.1.2                   | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | 1,109     | 2,342     | 264       | 967     | 0         | 1,190     | 391       | 259       | 517       | 107       | 460       | 148       | 7,755        | Ogden only - OFP 510-1601X. Note: a block is 100 or fewer documents.                             |
| 5.5.1.2                   | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | 2,006,032 | 906,306   | 256,690   | 26,990  | 76,435    | 328,628   | 822,617   | 468,136   | 225,183   | 2,399,601 | 2,465,337 | 2,492,025 | 12,473,980   | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380. Note: a block is 100 or fewer documents. |
| 5.5.1.2 Subtotal          |                               |  | 5,294,914 | 3,701,336 | 2,004,874 | 977,584 | 3,606,032 | 4,312,615 | 4,707,519 | 4,271,709 | 3,453,420 | 4,586,041 | 4,982,185 | 3,818,219 | 45,716,447   | Subtotal of all 5.5.1.2 Listing Verification Lines   |
| 5.5.1.3                   | Errors                        | # of documents with missing / erroneous DLNs   | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available.                           |
| 5.5.1.4                   | Missing and Additional Blocks | # of missing blocks  | 267       | 185       | 101       | 232     | 78        | 116       | 28        | 22        | 106       | 10        | 2         | 3         | 1,151        | Source: Missing Block Report   |
| 5.5.2                     | Transport to File Storage     | # of documents transported   | 5,294,914 | 3,701,336 | 2,004,874 | 977,584 | 3,606,032 | 4,312,615 | 4,707,519 | 4,271,709 | 3,453,420 | 4,586,041 | 4,982,185 | 3,818,219 | 45,716,447   |  |
| <b>5.6 Files Services</b> |                               |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |
| 5.6.1                     | Filing                        | # of documents shelved   | 5,294,914 | 3,701,336 | 2,004,874 | 977,584 | 3,606,032 | 4,312,615 | 4,707,519 | 4,271,709 | 3,453,420 | 4,586,041 | 4,982,185 | 3,818,219 | 45,716,447   | Para 5.5.1.2 (OFP 510 Cycle). Note: a block is 100 or fewer documents.                           |
| 5.6.2                     | Loose Documents               | # of loose documents   | N/A       | N/A       | N/A       | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refiles researched in IDRS                                 |
| 5.6.3                     | General File Requests         |  |           |           |           |         |           |           |           |           |           |           |           |           |              |  |

## WORKLOAD - OGDEN

| FY 2005                  |                                    |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|--------------------------|------------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number         | Task                               | Unit of Measure                          | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of photocopy requests                  | 4,998       | 200         | 181         | 204         | 80          | 108         | 3           | 0           | 5           | 0           | 0           | 4,534       | 10,312       | OFP 520-3400X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of requests not counted in lines below | 167,667     | 147,094     | 126,832     | 101,404     | 134,035     | 197,841     | 188,217     | 228,033     | 186,130     | 189,303     | 158,099     | 125,884     | 1,950,538    | OFP Code 530-0000X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of ELF 8453 requests                   | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 530-4290X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of QRP requests                        | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 530-0901X (QRP pulls no longer done in Ogden)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of EO bond requests                    | 8,124       | 8,388       | 6,258       | 2,513       | 1,331       | 1,088       | 1,364       | 3,973       | 1,441       | 1,031       | 513         | 371         | 36,393       | OFP 530-1320X (Ogden only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of PRP requests                        | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 530-36720 (Cinci & Brookhaven only), OFP 520-36720 (Austin only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of Tax Relief requests                 | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OFP 530-85730 (Andover only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of SOI requests                        | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | Volume for Ogden is included in Para 5.6.3.1 above under # of requests pulled not counted in lines below.                          |
| 5.6.3.1/5.6.3.2 Subtotal |                                    |  | 180,789     | 155,681     | 133,271     | 104,120     | 135,446     | 199,036     | 189,585     | 232,006     | 187,576     | 190,334     | 158,612     | 130,789     | 1,997,244    | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of extended searches                   | 15,176      | 10,826      | 7,136       | 12,240      | 2,538       | 11,643      | 6,921       | 18,203      | 11,719      | 11,352      | 13,669      | 22,431      | 143,854      | OFP 590-0000X  |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - originals          | 175,791     | 155,482     | 133,090     | 103,916     | 135,366     | 198,929     | 189,581     | 232,006     | 187,571     | 190,334     | 158,612     | 126,255     | 1,986,932    | OFP 530-0000X, 520-3750X, 530-0901X, 530-4290X, 530-1320X  |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - copies             | 4,998       | 200         | 181         | 204         | 80          | 108         | 3           | 0           | 5           | 0           | 0           | 4,534       | 10,312       | OFP 520-3400X & 520-3757X  |
| 5.6.3.3 Subtotal         |                                    |  | 180,789     | 155,681     | 133,271     | 104,120     | 135,446     | 199,036     | 189,585     | 232,006     | 187,576     | 190,334     | 158,612     | 130,789     | 1,997,244    | Subtotal of all 5.6.3.3 Document Delivery Lines  |



## WORKLOAD - OGDEN

| FY 2005          |   |   |           |           |           |           |           |           |           |           |           |           |           |           |              |   |
|------------------|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|---|
| Paragraph Number | Task  | Unit of Measure   | October   | November  | December  | January   | February  | March     | April     | May       | June      | July      | August    | September | Annual Total | Comments  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - misc.  | 178,186   | 106,122   | 82,989    | 82,652    | 74,706    | 53,058    | 18,688    | 64,784    | 103,171   | 100,853   | 33,640    | 63,248    | 962,099      | OFP Code 540-0000X  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | 2,910,530 | 1,767,962 | 523,244   | 42,132    | 94,335    | 159,957   | 415,771   | 1,147,505 | 225,183   | 0         | 0         | 0         | 7,286,619    | OFP 540-44380 (Ogden & Cinci only)  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/GRP, Unpostable, Reject, ERS, & Entity)                     | 64,669    | 74,807    | 63,153    | 49,864    | 56,805    | 102,988   | 127,320   | 121,721   | 108,379   | 101,644   | 71,493    | 96,216    | 1,039,058    | OFP 540-0901X for QRDT/GRP; OFP 540-0000X for other expedite  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 1,501,041 | 1,143,868 | 1,400,686 | 1,264,916 | 905,459   | 1,584,659 | 1,433,555 | 1,952,359 | 1,194,074 | 1,709,782 | 1,512,309 | 955,980   | 16,558,689   | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal   |   |   | 4,654,426 | 3,092,759 | 2,070,072 | 1,439,564 | 1,131,305 | 1,900,662 | 1,995,334 | 3,286,370 | 1,630,808 | 1,912,279 | 1,617,442 | 1,115,444 | 25,846,464   | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4            | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 46,544    | 30,928    | 20,701    | 14,396    | 11,313    | 19,007    | 19,953    | 32,864    | 16,308    | 19,123    | 16,174    | 11,154    | 258,465      | Estimate: 1% of refiles   |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 33,430    | 21,984    | 25,275    | 30,651    | 34,086    | 33,755    | 35,994    | 29,983    | 34,925    | 33,798    | 28,406    | 38,566    | 380,856      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3. |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 2,808     | 2,191     | 1,277     | 1,619     | 1,613     | 1,586     | 1,853     | 2,901     | 1,335     | 2,379     | 1,247     | 0         | 20,809       | OFP 520-3757X   |
| 5.6.5 Subtotal   |   |   | 36,239    | 24,174    | 26,552    | 32,271    | 35,699    | 35,341    | 37,847    | 32,884    | 36,260    | 36,177    | 29,654    | 38,566    | 401,665      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5            | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 137,090   | 95,958    | 67,020    | 115,090   | 86,945    | 125,412   | 69,437    | 64,384    | 33,888    | 26,993    | 52,040    | 52,705    | 926,961      | OFP 520-3751X   |

## WORKLOAD - OGDEN

| FY 2005                           |  |  |                  |                  |                  |                  |                |                  |                  |                  |                  |                  |                  |                |                   |   |
|-----------------------------------|--|--|------------------|------------------|------------------|------------------|----------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|-------------------|---|
| Paragraph Number                  | Task   | Unit of Measure                                    | October          | November         | December         | January          | February       | March            | April            | May              | June             | July             | August           | September      | Annual Total      | Comments  |
| <b>5.7 Specific File Requests</b> |  |  |                  |                  |                  |                  |                |                  |                  |                  |                  |                  |                  |                |                   |   |
| 5.7.1                             | AIMS   | # of AIMS requests                                 | 92,230           | 64,419           | 49,892           | 50,675           | 55,164         | 39,498           | 41,634           | 84,004           | 37,869           | 52,933           | 65,056           | 47,355         | 680,731           | OFP 550-00000. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests).                                   |
| 5.7.2                             | Remittance Search                              | # of remittance search requests                    | 25               | 25               | 25               | 25               | 25             | 25               | 25               | 25               | 25               | 25               | 25               | 25             | 300               | Estimate of 250-350 per year. Aberrations may occur.  |
| 5.7.3                             | Research of Electronic Media                   | # of requests for microfilm/CD/microfiche research | 376              | 569              | 313              | 388              | 0              | 0                | 0                | 0                | 0                | 0                | 0                | 235            | 1,882             | OFP 310-0000X   |
| <b>5.8 Other File Services</b>    |  |  |                  |                  |                  |                  |                |                  |                  |                  |                  |                  |                  |                |                   |   |
| 5.8.1                             | Correspondence Imaging System Requests         | # of CIS requests                                  | see comment      | see comment      | see comment      | see comment      | see comment    | see comment      | see comment      | see comment      | see comment      | see comment      | see comment      | see comment    | see comment       | See separate tab for CIS workload   |
| 5.8.2                             | Processing of Undeliverables                   | # of undeliverable notices                         | 15,779           | 11,466           | 1,969            | 21,916           | 1,893          | 588              | 2,756            | 1,564            | 2,762            | 4,937            | 4,051            | 7,489          | 77,171            | OFP 550-00800   |
| 5.8.3                             | Transaction Record Filing (IDRS Association)   | # of 5147s without source documents                | 1,461,724        | 1,121,199        | 1,360,709        | 1,234,799        | 869,467        | 1,541,012        | 1,386,675        | 1,892,381        | 1,161,847        | 1,679,750        | 1,475,708        | 915,541        | 16,100,813        | OFP 510-00003 & 510-00004. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).                                     |
| 5.8.3                             | Transaction Record Filing (IDRS Association)   | # of 5147s associated with source documents        | 39,316           | 22,669           | 39,976           | 30,118           | 35,992         | 43,648           | 46,880           | 59,978           | 32,227           | 30,032           | 36,601           | 40,439         | 457,876           | OFP 510-00004. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).   |
| <b>5.8.3 Subtotal</b>             |  |  | <b>1,501,041</b> | <b>1,143,868</b> | <b>1,400,686</b> | <b>1,264,916</b> | <b>905,459</b> | <b>1,584,659</b> | <b>1,433,555</b> | <b>1,952,359</b> | <b>1,194,074</b> | <b>1,709,782</b> | <b>1,512,309</b> | <b>955,980</b> | <b>16,558,689</b> | Subtotal for 5.8.3 lines.   |
| 5.8.4                             | Unique Associations                            | # of CPs requiring association                     | 24,223           | 39,431           | 45,941           | 16,087           | 30,592         | 39,692           | 41,105           | 32,316           | 52,133           | 34,028           | 36,869           | 33,683         | 426,100           | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refils - misc. |
| <b>5.9 Retirement</b>             |  |  |                  |                  |                  |                  |                |                  |                  |                  |                  |                  |                  |                |                   |   |
| 5.9.1                             | Annual Retirement Estimate                     | # of estimates                                     | 0                | 0                | 0                | 1                | 0              | 0                | 0                | 0                | 0                | 0                | 0                | 0              | 1                 | 3 months prior to first shipment of CY  |
| 5.9.2                             | Records Transmittal & Receipt                  | # of SF 135s prepared                              | 2                | 0                | 0                | 28               | 0              | 6                | 3                | 0                | 3                | 0                | 2                | 28             | 73                | Source: SF 135  |
| 5.9.3                             | Notification                                   | # of shipments / SF-135s                           | 2                | 0                | 0                | 28               | 0              | 6                | 3                | 0                | 3                | 0                | 2                | 28             | 73                | Source: SF 135  |
| 5.9.4                             | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                        | 443              | 0                | 0                | 41,568           | 0              | 7,239            | 2,303            | 0                | 8,814            | 0                | 8,249            | 34,940         | 103,555           | Source: SF 135  |

## WORKLOAD - OGDEN

| FY 2005                                 |                             |   |         |          |          |         |          |           |       |     |       |      |        |           |              |   |
|---|-----------------------------|---|---------|----------|----------|---------|----------|-----------|-------|-----|-------|------|--------|-----------|--------------|---|
| Paragraph Number                        | Task                        | Unit of Measure                         | October | November | December | January | February | March     | April | May | June  | July | August | September | Annual Total | Comments  |
| <b>5.10 Preparation for Destruction</b> |                             |   |         |          |          |         |          |           |       |     |       |      |        |           |              |   |
| 5.10                                    | Preparation for Destruction | # of documents prepared for destruction | 0       | 0        | 1,045    | 0       | 0        | 1,578,542 | 0     | 0   | 7,313 | 0    | 0      | 0         | 1,586,899    | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |
| <b>5.11 CSED Program</b>                |                             |   |         |          |          |         |          |           |       |     |       |      |        |           |              |   |
| 5.11                                    | CSED Program                | # of CSED requests                      | 235,252 | 37,370   | 121,237  | 0       | 0        | 0         | 0     | 0   | 0     | 0    | 0      | 0         | 393,860      | See *   |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

| FY   | K-1 Cycle Returns | EOMF & TE Bonds<br>Cycle Returns | Political Organization<br>Cycle Returns | All other workload<br>other than K-1, EOMF,<br>TE Bond, & Polit Org<br>Cycle Returns | Note: FY 2005 percentages have been incorporated into the above workload chart. |
|------|-------------------|----------------------------------|---|--|---|
| 2005 | 5.29%             | 4.69%                            | -10.98%                                 | 4.47%  |   |
| 2006 | 1.71%             | 2.11%                            | 100.65%                                 | 1.59%  |   |
| 2007 | 1.18%             | 2.04%                            | -49.51%                                 | 0.34%  |   |
| 2008 | 0.68%             | 1.99%                            | 96.15%                                  | -0.95%   |   |
| 2009 | 0.20%             | 1.93%                            | -49.35%                                 | -0.70%   |   |
| 2010 | unknown           | unknown                          | unknown                                 | unknown  |   |

**TECHNICAL EXHIBIT 5-001**  
**WORKLOAD - PHILADELPHIA**

| FY 2005                                     |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
|---|----------------------------------|--|-----------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|-----------|---------|-----------|--------------|--|
| Paragraph Number                            | Task                             | Unit of Measure  | October   | November | December | January | February  | March     | April     | May       | June      | July      | August  | September | Annual Total | Comments   |
| <b>5.1 Work Management and Control</b>      |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.1.3                                       | Discovered Remittance            | # of discovered checks   | 15        | 14       | 7        | 9       | 2         | 13        | 47        | 61        | 101       | 46        | 22      | 23        | 360          | Source: Record of Discovered Remittance Log (Forms 4287) |
| <b>5.2 Responding to Customer Inquiries</b> |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.2   | Responding to Customer Inquiries | # of calls received  | 800       | 800      | 880      | 760     | 760       | 920       | 840       | 840       | 880       | 800       | 920     | 840       | 10,040       | Estimate of 40 calls/day                                 |
| <b>5.3 Reporting Requirements</b>           |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.3.1                                       | Weekly Production Report         | # of reports   | 5         | 4        | 5        | 5       | 4         | 5         | 4         | 5         | 4         | 5         | 4       | 5         | 55           | Weekly   |
| 5.3.2                                       | NARA Report                      | # of reports   | 20        | 20       | 22       | 19      | 19        | 23        | 21        | 21        | 22        | 20        | 23      | 21        | 251          | Daily  |
| 5.3.3                                       | FRC Quarterly Report             | # of reports   | 0         | 0        | 1        | 0       | 0         | 1         | 0         | 0         | 1         | 0         | 0       | 1         | 4            | Quarterly  |
| <b>5.4 Receipt of Incoming Mail</b>         |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.4   | Receipt of Incoming Mail         | # of documents received  | 1,049,353 | 970,748  | 964,433  | 783,308 | 802,053   | 1,161,126 | 1,191,113 | 1,554,633 | 1,225,260 | 1,339,265 | 888,052 | 1,024,431 | 12,953,774   | OFP 510, 520   |
| <b>5.5 Initial File Receipt</b>             |                                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1                                       | Receipt Verification             |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1.1                                     | Receipt of List                  |  |           |          |          |         |           |           |           |           |           |           |         |           |              |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - IMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | 398,628   | 416,824  | 194,429  | 184,848 | 1,010,474 | 1,979,210 | 1,919,617 | 4,500,380 | 1,327,563 | 535,682   | 368,792 | 1,200,359 | 14,036,808   |  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - BMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)  | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | included in IMF count above                              |
| 5.5.1.2                                     | Listing Verification             | # of documents received - ELF Cycle Control Processing (Forms 8453)  | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | OFP 510-4290X. Note: a block is 100 or fewer documents.  |
| 5.5.1.2                                     | Listing Verification             | # of documents received - EOMF Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A       | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | Ogden only.  |

## WORKLOAD - PHILADELPHIA

| FY 2005            |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
|--------------------|-------------------------------|--|---------|----------|----------|---------|-----------|-----------|-----------|-----------|-----------|---------|---------|-----------|--------------|--|
| Paragraph Number   | Task                          | Unit of Measure  | October | November | December | January | February  | March     | April     | May       | June      | July    | August  | September | Annual Total | Comments   |
| 5.5.1.2            | Listing Verification          | # of Forms 8038 received - Tax-Exempt Bonds Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                    | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | OFP 510-1320X (Ogden only)   |
| 5.5.1.2            | Listing Verification          | # of Forms 8871/8872 received - Political Organization Returns Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables) | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Ogden only - OFP 510-1601X.  |
| 5.5.1.2            | Listing Verification          | # of documents received - K-1 Cycle Control Processing (includes returns, vouchers, reinputs, & reprocessables)                                  | 4,885   | 102,004  | 124,609  | 0       | 0         | 0         | 0         | 0         | 944       | 14,247  | 8,449   | 10,795    | 265,933      | Ogden, Cincinnati, and Phil. Only - EONS OFP 510-44380. Note: a block is 100 or fewer documents. |
| 5.5.1.2 Subtotal   |                               |  | 403,513 | 518,828  | 319,038  | 184,848 | 1,010,474 | 1,979,210 | 1,919,617 | 4,500,380 | 1,328,507 | 549,930 | 377,242 | 1,211,154 | 14,302,741   | Subtotal of all 5.5.1.2 Listing Verification Lines   |
| 5.5.1.3            | Errors                        | # of documents with missing / erroneous DLNs   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Workload is captured under 5.5.1.2. No separate workload is available.                           |
| 5.5.1.4            | Missing and Additional Blocks | # of missing blocks  | 97      | 130      | 11       | 13      | 12        | 113       | 56        | 72        | 195       | 87      | 93      | 191       | 1,070        | Source: Missing Block Report   |
| 5.5.2              | Transport to File Storage     | # of documents transported   | 0       | 0        | 0        | 0       | 0         | 0         | 0         | 0         | 0         | 0       | 0       | 0         | 0            | Transport is provided by AWSS.   |
| 5.6 Files Services |                               |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |
| 5.6.1              | Filing                        | # of documents shelved   | 403,513 | 518,828  | 319,038  | 184,848 | 1,010,474 | 1,979,210 | 1,919,617 | 4,500,380 | 1,328,507 | 549,930 | 377,242 | 1,211,154 | 14,302,741   | Para 5.5.1.2 (OFP 510 Cycle). Note: a block is 100 or fewer documents.                           |
| 5.6.2              | Loose Documents               | # of loose documents   | N/A     | N/A      | N/A      | N/A     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A     | N/A     | N/A       | N/A          | Volume is counted in Para 5.6.4, # of refills researched in IDRS                                 |
| 5.6.3              | General File Requests         |  |         |          |          |         |           |           |           |           |           |         |         |           |              |  |

## WORKLOAD - PHILADELPHIA

| FY 2005                  |                                    |  |             |             |             |             |             |             |             |             |             |             |             |             |              |  |
|--------------------------|------------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|
| Paragraph Number         | Task                               | Unit of Measure                          | October     | November    | December    | January     | February    | March       | April       | May         | June        | July        | August      | September   | Annual Total | Comments   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of photocopy requests                  | 101         | 80          | 239         | 54          | 150         | 138         | 54          | 128         | 80          | 149         | 70          | 72          | 1,314        | OF 520-3400X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of requests not counted in lines below | 50,937      | 47,441      | 37,082      | 27,831      | 34,552      | 92,522      | 108,333     | 167,360     | 144,780     | 69,596      | 53,500      | 62,268      | 896,205      | OF Code 530-0000X  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of ELF 8453 requests                   | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OF 520-4290X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of QRP requests                        | 2,788       | 3,818       | 1,137       | 1,289       | 3,221       | 3,996       | 1,924       | 1,625       | 678         | 484         | 419         | 469         | 21,849       | OF 530-0901X   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of EO bond requests                    | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OF 530-1320X (Ogden only)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of PRP requests                        | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OF 530-36720 (Cinci & Brookhaven only), OF 520-36720 (Austin only)   |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of Tax Relief requests                 | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A         | N/A          | OF 530-85730 (Andover only)  |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of SOI requests                        | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment | see comment  | Volume for Philly is included in Para 5.6.3.1 above under # of requests pulled not counted in lines below.                         |
| 5.6.3.1/5.6.3.2 Subtotal |                                    |  | 53,826      | 51,340      | 38,458      | 29,174      | 37,924      | 96,656      | 110,311     | 169,114     | 145,538     | 70,229      | 53,989      | 62,810      | 919,368      | Subtotal of all 5.6.3.1/5.6.3.2 Request Receipt/Document Retrieval Lines. Note: special requests comprise <1% of request workload. |
| 5.6.3.1 / 5.6.3.2        | Request Receipt/Document Retrieval | # of extended searches                   | 3,723       | 2,368       | 3,383       | 2,492       | 1,969       | 2,257       | 2,596       | 3,477       | 5,503       | 4,625       | 5,851       | 3,024       | 41,268       | OF 590-0000X   |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - originals          | 53,725      | 51,260      | 38,220      | 29,120      | 37,773      | 96,518      | 110,257     | 168,986     | 145,458     | 70,080      | 53,919      | 62,737      | 918,054      | OF 530-0000X, 520-3750X, 530-0901X   |
| 5.6.3.3                  | Document Delivery                  | # of documents sent - copies             | 101         | 80          | 239         | 54          | 150         | 138         | 54          | 128         | 80          | 149         | 70          | 72          | 1,314        | OF 520-3400X & 520-3757X   |
| 5.6.3.3 Subtotal         |                                    |  | 53,826      | 51,340      | 38,458      | 29,174      | 37,924      | 96,656      | 110,311     | 169,114     | 145,538     | 70,229      | 53,989      | 62,810      | 919,368      | Subtotal of all 5.6.3.3 Document Delivery Lines  |

## WORKLOAD - PHILADELPHIA

| FY 2005                    |   |   |         |          |          |         |          |         |         |           |           |           |         |           |              |   |
|----------------------------|---|---|---------|----------|----------|---------|----------|---------|---------|-----------|-----------|-----------|---------|-----------|--------------|---|
| Paragraph Number           | Task  | Unit of Measure   | October | November | December | January | February | March   | April   | May       | June      | July      | August  | September | Annual Total | Comments  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - misc.  | 52,645  | 33,459   | 48,168   | 28,734  | 25,473   | 55,642  | 68,266  | 116,300   | 169,189   | 163,281   | 37,126  | 60,779    | 859,063      | OFP Code 540-0000X  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - ELF  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | ELF F.8453 Refiles - OFP 540-4290X  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of other refiles - K-1  | N/A     | N/A      | N/A      | N/A     | N/A      | N/A     | N/A     | N/A       | N/A       | N/A       | N/A     | N/A       | N/A          | OFP 540-44380 (Ogden & Cincinnati only)   |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of expedite refiles (QRDT/QRP, Unpostable, Reject, ERS, & Entity)                     | 25,044  | 23,714   | 8,514    | 5,774   | 8,625    | 19,844  | 25,933  | 25,595    | 25,497    | 20,572    | 25,174  | 16,825    | 231,113      | OFP 540-0901X for QRDT/QRP; OFP 540-0000X for other expedite  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles - IDRS associations  | 776,458 | 624,717  | 666,580  | 601,448 | 644,229  | 904,358 | 803,779 | 970,773   | 833,289   | 994,978   | 702,527 | 754,834   | 9,277,971    | IDRS Associations from Para 5.8.3   |
| 5.6.4 Subtotal             |   |   | 854,146 | 681,890  | 723,263  | 635,956 | 678,327  | 979,845 | 897,979 | 1,112,669 | 1,027,975 | 1,178,831 | 764,827 | 832,439   | 10,368,146   | Subtotal of all 5.6.4 Refiling Lines  |
| 5.6.4                      | Refiling and Filing of Associations and Attachments | # of refiles researched in IDRS due to problems (unreadable/duplicate DLNs, BNIF, etc.) | 8,541   | 6,819    | 7,233    | 6,360   | 6,783    | 9,798   | 8,980   | 11,127    | 10,280    | 11,788    | 7,648   | 8,324     | 103,681      | Estimate: 1% of refiles   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA requests  | 22,929  | 44,658   | 44,369   | 57,974  | 17,376   | 18,111  | 50,176  | 122,421   | 19,705    | 19,831    | 14,114  | 15,874    | 447,538      | Workload for requests that are sorted and sent to NARA is also captured under Para 5.4 and 5.6.3.3.               |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA reimbursable taxpayer requests  | 1,780   | 958      | 157      | 893     | 1,177    | 868     | 1,023   | 1,058     | 1,682     | 401       | 1,599   | 1,082     | 12,677       | OFP 520-3757X   |
| 5.6.5 Subtotal             |   |   | 24,709  | 45,616   | 44,526   | 58,867  | 18,553   | 18,979  | 51,199  | 123,479   | 21,386    | 20,232    | 15,712  | 16,956    | 460,216      | Subtotal of 5.6.5 Request Lines   |
| 5.6.5                      | Sorting and Sequencing of Work for NARA             | # of NARA refiles   | 32,116  | 35,431   | 33,278   | 48,907  | 43,865   | 51,440  | 72,889  | 89,196    | 77,851    | 79,986    | 60,621  | 49,856    | 675,436      | OFP 520-3751X   |
| 5.7 Specific File Requests |   |   |         |          |          |         |          |         |         |           |           |           |         |           |              |   |
| 5.7.1                      | AIMS  | # of AIMS requests  | 17,328  | 12,474   | 14,681   | 0       | 12,614   | 9,853   | 11,473  | 20,079    | 33,669    | 18,135    | 5,165   | 14,470    | 169,941      | OFP 550-00000. Note: workload for pulling these documents is also included in Para 5.6.3 (General File Requests). |
| 5.7.2                      | Remittance Search                                   | # of remittance search requests   | 25      | 25       | 25       | 25      | 25       | 25      | 25      | 25        | 25        | 25        | 25      | 25        | 300          | Estimate of 250-350 per year. Aberrations may occur.  |

## WORKLOAD - PHILADELPHIA

| FY 2005                                 |  |  |                |                |                |                |                |                |                |                |                |                |                |                |                  |  |
|---|--|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|--|
| Paragraph Number                        | Task   | Unit of Measure                                    | October        | November       | December       | January        | February       | March          | April          | May            | June           | July           | August         | September      | Annual Total     | Comments   |
| 5.7.3                                   | Research of Electronic Media                   | # of requests for microfilm/CD/microfiche research | 147            | 125            | 111            | 191            | 131            | 135            | 216            | 162            | 158            | 306            | 122            | 144            | 1,949            | OFP 310-0000X  |
| <b>5.8 Other File Services</b>          |  |  |                |                |                |                |                |                |                |                |                |                |                |                |                  |  |
| 5.8.1                                   | Correspondence Imaging System Requests         | # of CIS requests                                  | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment    | see comment      | See separate tab for CIS workload  |
| 5.8.2                                   | Processing of Undeliverables                   | # of undeliverable notices                         | 3,920          | 813            | 6,311          | 2,122          | 158            | 8,247          | 4,578          | 5,205          | 7,667          | 11,323         | 2,010          | 3,107          | 55,462           | OFP 550-00800  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s without source documents                | 676,892        | 526,076        | 541,537        | 524,324        | 561,619        | 770,509        | 660,957        | 779,051        | 718,198        | 778,758        | 577,696        | 628,180        | 7,743,796        | OFP 510-00002. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).  |
| 5.8.3                                   | Transaction Record Filing (IDRS Associations)  | # of 5147s associated with source documents        | 99,565         | 98,641         | 125,044        | 77,124         | 82,610         | 133,849        | 142,823        | 191,722        | 115,090        | 216,220        | 124,831        | 126,654        | 1,534,175        | Based on estimate from EONS EOD 1820 Run. Note: workload for filing these documents is also included in Para 5.6.4 (refiling).                       |
| <b>5.8.3 Subtotal</b>                   |  |  | <b>776,458</b> | <b>624,717</b> | <b>666,580</b> | <b>601,448</b> | <b>644,229</b> | <b>904,358</b> | <b>803,779</b> | <b>970,773</b> | <b>833,289</b> | <b>994,978</b> | <b>702,527</b> | <b>754,834</b> | <b>9,277,971</b> | <b>Subtotal for 5.8.3 lines.</b>   |
| 5.8.4                                   | Unique Associations                            | # of CPs requiring association                     | 2,861          | 1,953          | 1,790          | 1,045          | 759            | 1,566          | 2,742          | 1,727          | 4,645          | 2,620          | 4,222          | 4,676          | 30,605           | Unique association volume is also reported in Para 5.6.3.1/5.6.3.2 # of requests not counted in lines below or Para 5.6.4 # of other refiles - misc. |
| <b>5.9 Retirement</b>                   |  |  |                |                |                |                |                |                |                |                |                |                |                |                |                  |  |
| 5.9.1                                   | Annual Retirement Estimate                     | # of estimates                                     | 0              | 0              | 0              | 1              | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 0              | 1                | 3 months prior to first shipment of CY   |
| 5.9.2                                   | Records Transmittal & Receipt                  | # of SF 135s prepared                              | 0              | 2              | 1              | 1              | 5              | 1              | 6              | 2              | 5              | 2              | 2              | 2              | 27               | Source: SF 135   |
| 5.9.3                                   | Notification                                   | # of shipments / SF-135s                           | 0              | 2              | 1              | 1              | 5              | 1              | 6              | 2              | 5              | 2              | 2              | 2              | 27               | Source: SF 135   |
| 5.9.4                                   | Preparing Documents for Transportation to NARA | # of boxes prepared/shipped                        | 0              | 947            | 6,745          | 450            | 7,364          | 924            | 568            | 11,172         | 2,442          | 5,691          | 7,016          | 6,312          | 49,631           | Source: SF 135   |
| <b>5.10 Preparation for Destruction</b> |  |  |                |                |                |                |                |                |                |                |                |                |                |                |                  |  |



## WORKLOAD - PHILADELPHIA

| FY 2005          |                             |   |         |          |          |         |          |       |        |     |      |      |        |           |              |   |
|------------------|-----------------------------|---|---------|----------|----------|---------|----------|-------|--------|-----|------|------|--------|-----------|--------------|---|
| Paragraph Number | Task                        | Unit of Measure                         | October | November | December | January | February | March | April  | May | June | July | August | September | Annual Total | Comments  |
| 5.10             | Preparation for Destruction | # of documents prepared for destruction | 0       | 0        | 402      | 458,527 | 187,110  | 0     | 51,602 | 0   | 402  | 0    | 0      | 402       | 698,446      | Source: Local site records. (Converted box count to a doc count using estimate of 500 docs per box for all entries except the extension of time forms, where the estimate was 1000 docs per box.) |

## WORKLOAD - PHILADELPHIA

|                   |              | FY 2005            |         |          |          |         |          |       |       |     |      |      |        |           |              |          |  |
|-------------------|--------------|--------------------|---------|----------|----------|---------|----------|-------|-------|-----|------|------|--------|-----------|--------------|----------|--|
| Paragraph Number  | Task         | Unit of Measure    | October | November | December | January | February | March | April | May | June | July | August | September | Annual Total | Comments |  |
| 5.11 CSED Program |              |                    |         |          |          |         |          |       |       |     |      |      |        |           |              |          |  |
| 5.11              | CSED Program | # of CSED requests | 70,092  | 136,512  | 135,629  | 0       | 0        | 0     | 0     | 0   | 0    | 0    | 0      | 0         | 342,232      | See *    |  |

\* Figures shown are based on 2003 data (1996 list year). Projected workload was unavailable. Until the 2002 list year, all Files sites handled both IMF and BMF processing. The impact of the split between BMF (mainly at Cincinnati and Ogden) and IMF (all other locations) will thus not impact CSED workload until 2009.

| FY   | K-1 Cycle Returns | All other workload<br>other than K-1 &<br>BMF Cycle Returns |   |
|------|-------------------|---|---|
| 2005 | 9.52%             | -19.58%   | Note: FY 2005 percentages have been incorporated into the above workload chart. |
| 2006 | 4.35%             | -24.26%   |   |
| 2007 | 4.17%             | -42.30%   |   |

2008-2010 SPC is closing at end of FY 2007; Files functions will be transferred to other Files locations.

## TECHNICAL EXHIBIT 5-001

## WORKLOAD - CORRESPONDENCE IMAGING SYSTEM

| Location     | Para. Number | Task                                   | Unit of Measure   | January | February | March  | April  | May    | June   | July   | August | September | October | November | December | Annual Total | Comments               |
|--------------|--------------|--|-------------------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------------|------------------------|
| Andover      | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 964     | 1,843    | 2,804  | 3,660  | 3,785  | 2,446  | 2,288  | 1,226  | 930       | 1,185   | 1,163    | 1,309    | 23,603       | 4% of pulls from Files |
| Atlanta      | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 1,357   | 1,766    | 3,444  | 5,037  | 6,462  | 2,661  | 3,553  | 2,895  | 2,303     | 1,724   | 1,181    | 1,051    | 33,433       | 4% of pulls from Files |
| Austin       | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 1,054   | 1,395    | 3,559  | 3,748  | 5,960  | 4,360  | 3,593  | 1,703  | 1,160     | 1,007   | 1,331    | 917      | 29,786       | 4% of pulls from Files |
| Cincinnati   | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A     | N/A      | N/A      | N/A          |                        |
| Fresno       | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 1,836   | 1,674    | 3,544  | 4,713  | 6,274  | 4,511  | 4,709  | 2,865  | 2,137     | 2,448   | 1,919    | 1,805    | 38,435       | 4% of pulls from Files |
| KC           | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 942     | 1,962    | 3,028  | 4,226  | 5,958  | 4,477  | 3,074  | 3,012  | 2,015     | 1,876   | 1,379    | 1,042    | 32,992       | 4% of pulls from Files |
| Memphis      | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A     | N/A      | N/A      | N/A          |                        |
| Ogden        | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A     | N/A      | N/A      | N/A          |                        |
| Philadelphia | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | N/A     | N/A      | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A       | N/A     | N/A      | N/A      | N/A          |                        |
| <b>Total</b> | 5.8.1        | Correspondence Imaging System Requests | # of CIS requests | 6,152   | 8,640    | 16,379 | 21,384 | 28,438 | 18,455 | 17,218 | 11,700 | 8,545     | 8,241   | 6,973    | 6,124    | 158,249      |                        |